



iR1210G / iR1230G ***SmartBase PC1210D/PC1230D/PC1270D***

Printer Guide

IMPORTANT:

Read this manual carefully.

Use this manual when you need quick reference help for the printer feature of your machine.

Using Your Documentation

Your machine includes the following documentation. This documentation has been designed so that you can easily use your machine to suit your particular needs.

Setting up the machine

Setting up paper

Quick guide for making copies

Quick guide for sending faxes.....

Installing the CAPT

Quick Start Guide

Document and paper handling

Making copies.....

Maintenance

Troubleshooting feed and copy issues

Reference Guide

Sending and receiving faxes

Speed dialing.....

Troubleshooting fax issues.....

Fax Guide

Printing with the CAPT.....

Checking the Status of a Print Job.....

Troubleshooting CAPT issues

Printer Guide



NOTE

- The machine shown in this guide is the PC1230D model

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In this manual, Microsoft[®], Microsoft[®] Windows[®], and Microsoft[®] Windows NT[®] are referred to as Microsoft, Windows, and Windows NT respectively.

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Type Conventions Used in This Guide

Please read the list below of symbols, terms, and abbreviations used in this guide.



- Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. In order to use the machine safely, always pay attention to these warnings.



- Indicates a caution concerning operations that may lead to injury to persons or damage to property if not performed correctly. In order to use the machine safely, always pay attention to these cautions.



- Indicates an operational warning or restriction. Be certain to read these items to operate the machine correctly, and to avoid damage to the machine.



- Indicates a note for operation or an additional explanation. Reading these is highly recommended.

(→ p. n-nn)	A number preceded by an arrow and enclosed in parenthesis refers to a page number in this guide which contains more information on the topic of the previous sentence.
→ <i>Quick Start Guide</i>	Refer to the <i>Quick Start Guide</i> for details on the topic of the previous sentence.
→ <i>Reference Guide</i>	Refer to the <i>Reference Guide</i> for details on the topic of the previous sentence.
machine	The word “machine” refers to the iR1210G/iR1230G/PC1210D/PC1230D/1270D.
default	A setting that remains in effect unless you change it.

Your new machine has many advanced features, including the CAPT (Canon Advanced Printing Technology). The CAPT gives you instant access to printer information. In this documentation the CAPT is also referred to as the **Canon PC1200/iC D600/iR1200G**, as it appears on your screen after it has been installed.

Chapter 1

Installing the Canon Advanced Printing Technology

This chapter describes the CAPT (Canon Advanced Printing Technology). It includes the following information:

- Installing the CAPT
- Printing with the CAPT

Installing the CAPT

If you are using the iR1210G/iR1230G/PC1210D/PC1230D/1270D as a local printer (connected directly to your computer) follow the steps below. If the iR1210G/iR1230G/PC1210D/PC1230D/1270D is already on your network, and you want to start using it, follow the steps in “**Network Users**” on page 1-23. If you want to install the iR1210G/iR1230G/PC1210D/PC1230D/1270D as a network printer, follow the steps in “**Connecting the iR1210G/iR1230G/PC1210D/PC1230D/1270D as a Network Printer**” on page 1-26.



- If there are any printer drivers of previous versions installed on your computer, be sure to delete those drivers from your computer before installing PC1200/iC D600/iR1200G.

Windows 95/98/Me

For installation instructions using the CD-ROM menu, please refer to the *Quick Start Guide*.

USB Users

■ Windows 98/Me Plug and Play

Following is the installation procedure of plug and play for “Using USB Port” under Windows 98.

Before you install the software, make sure you do the following:

- Connect the machine to your computer (→ *Quick Start Guide*).
- Turn on the machine (→ *Quick Start Guide*).
- Start up Windows 98.



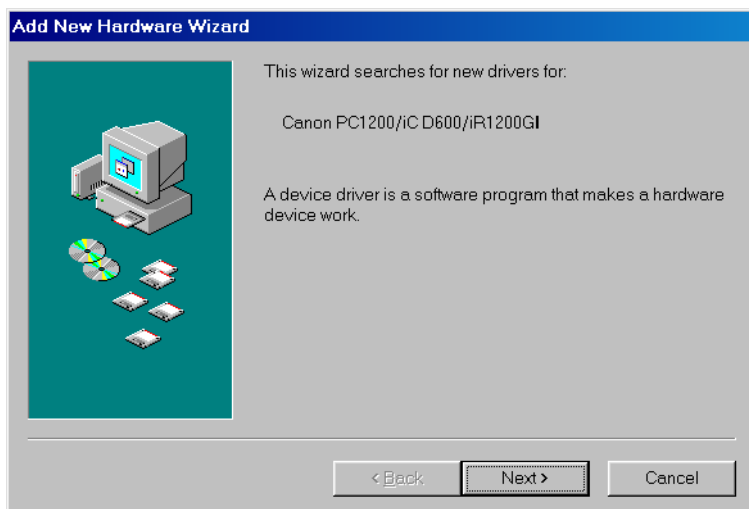
NOTE

Using USB Port (USB Cable)

In order to use the printer via USB, the following requirements need to be satisfied.

- Your computer must be equipped with a USB port and it is necessary that its operation is approved by the manufacturer.

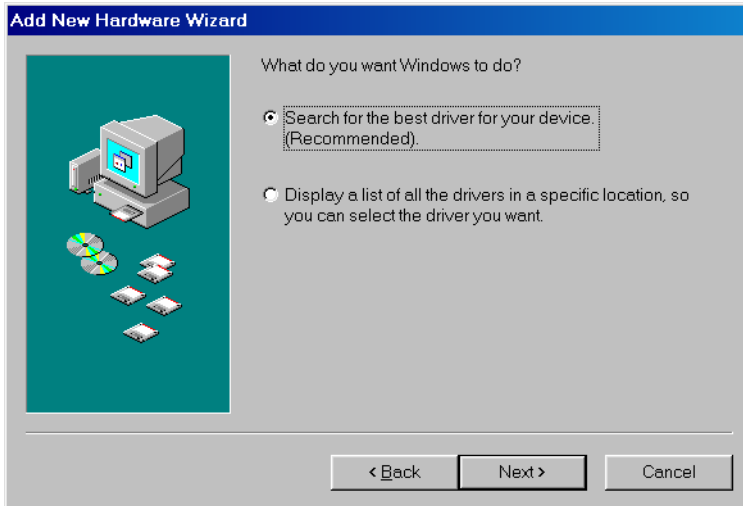
- 1 **Plug and Play** is being carried out and the **The Add New Hardware Wizard** dialog box appears. Click **Next >**.



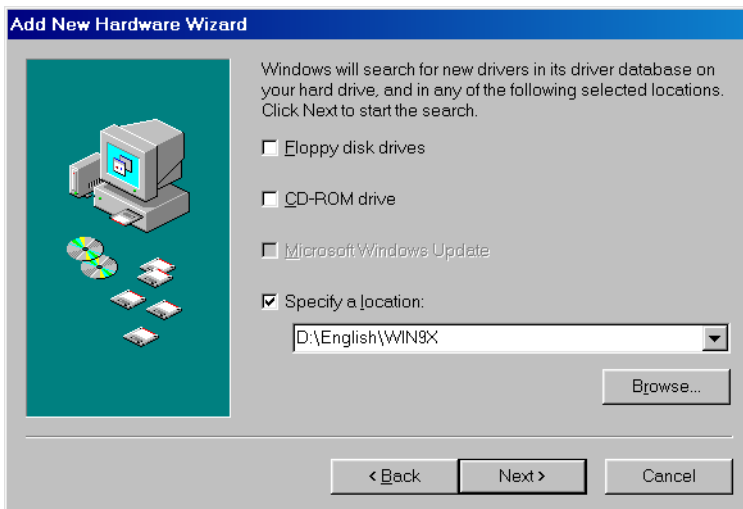
NOTE

- “**Unknown**” may be displayed as the name of the device.

- 2 Select **Search for the best driver for your device (Recommended)** in the **Add New Hardware Wizard** and click **Next >**.



- 3 Select **Specify a location** and click **Browse...** to select the driver in the language that you want to install. For example, if your CD-ROM drive is drive D:, browse to D:\English\Win9x, then click **Next >**.



Click **Next >** on **Windows driver files search for the device**.

- 4 Enter the name you wish to use, then click **Finish**.



- 5** When the installation is complete, the following dialog box appears. Click **OK** to close the dialog box. Click **Finish** on the **Add New Hardware Wizard**.



■ Parallel Port Users



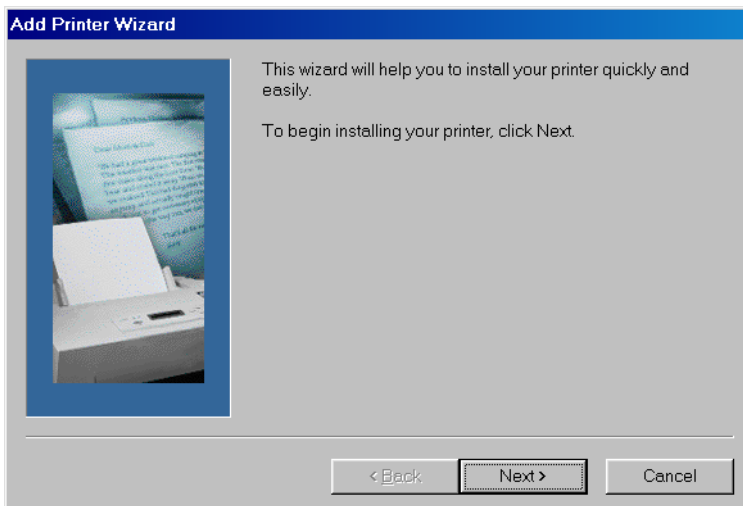
- If there already are LBP-460/465/660/800/810 or other printer drivers installed on your computer, before installing PC1200/iC D600/iR1200G uninstall those drivers or set them for file output, selecting **FILE:** in the port selection dialog.

■ Add Printer Wizard

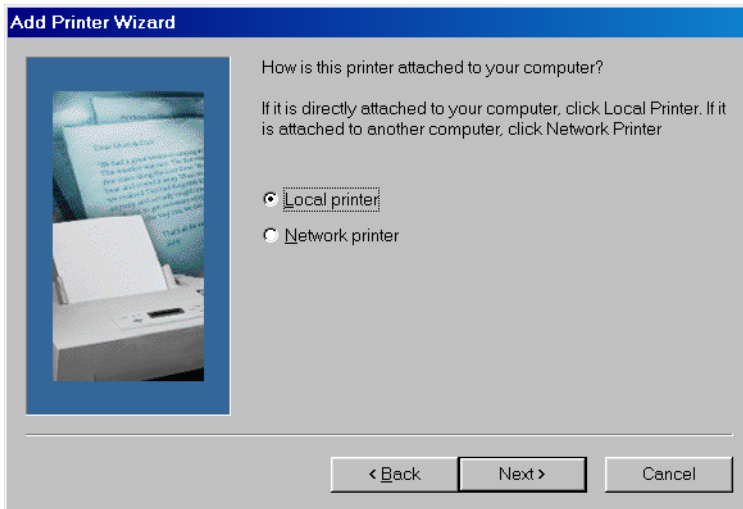
To install the CAPT on a local computer using Windows 95/98/Me, you can use the Windows 95/98/Me **Add Printer Wizard**.

Following is the installation procedures for “Using Parallel Port” under Windows 98.

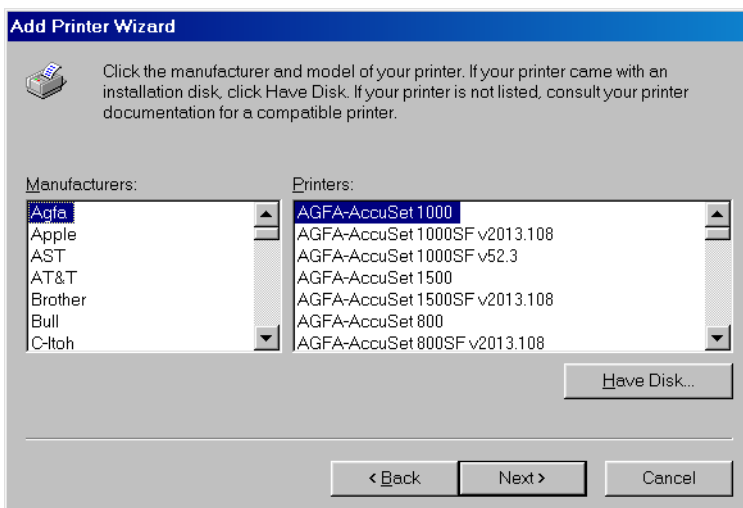
- 1** From the **Start** menu, select **Settings**, then **Printers**. The Printers folder appears.
- 2** Double-click the **Add Printer** icon. The **Add Printer Wizard** dialog box appears. Click **Next >**.



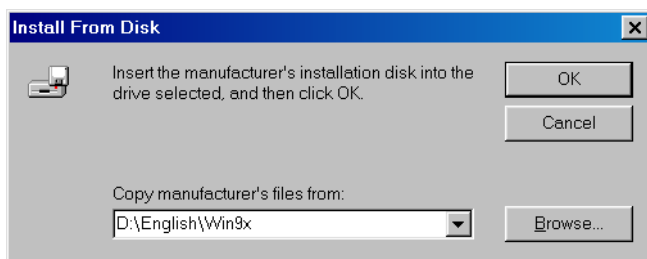
3 Select **Local Printer** and click **Next >**.



4 The Wizard displays a list of available printers. Click **Have Disk...**.

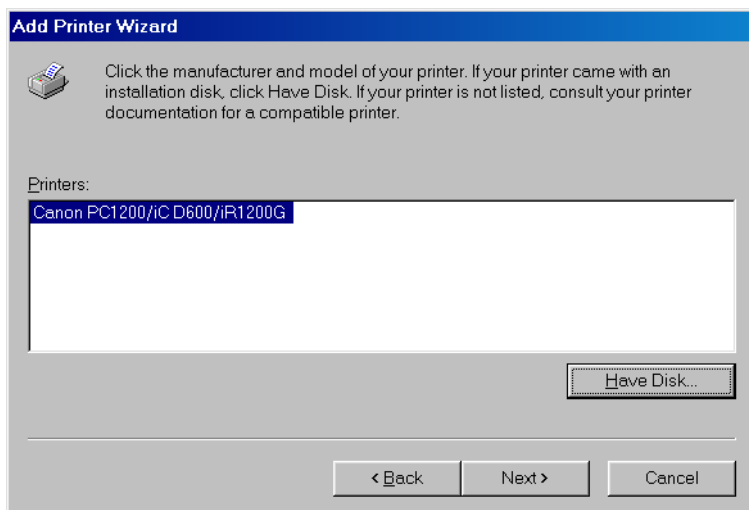


- 5 The **Install From Disk** dialog box appears. Use **Browse...** to select the directory or enter the path name that contains the printer software, then click **OK**.

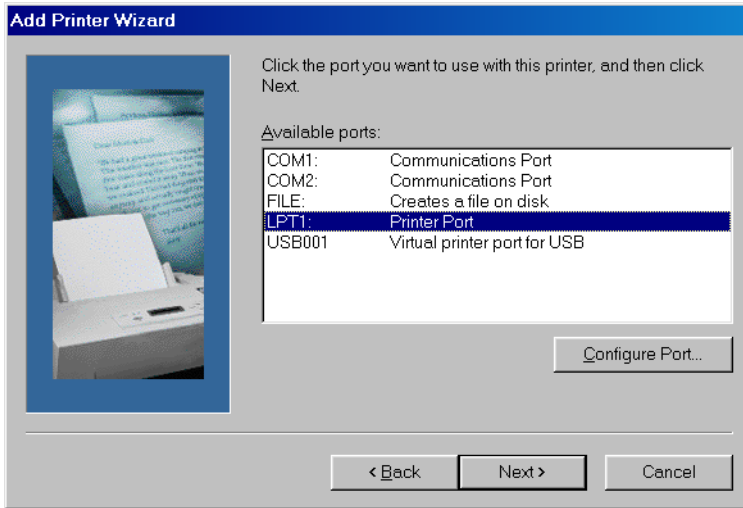


For example, if you are using the CD-ROM to install the software, and your CD-ROM drive is drive D:, the path name would be D:\English\Win9x.

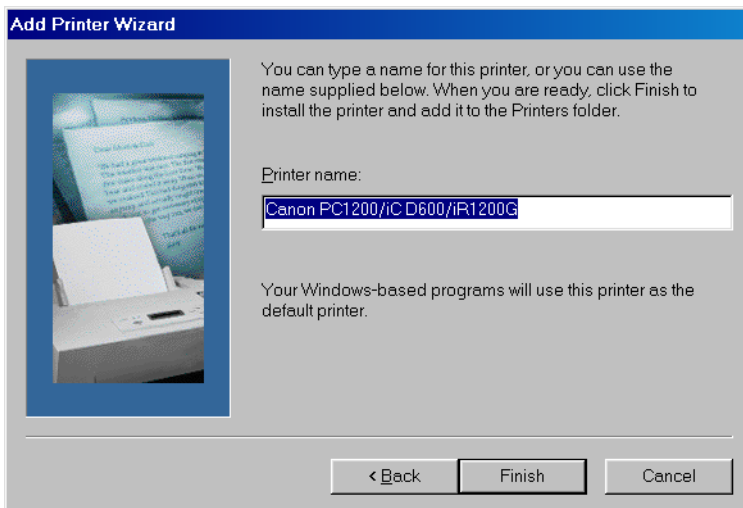
- 6 Select the printer, and click **Next >**.



- 7 Select the printer's port, and then click **Next** >.



- 8 Enter the name you wish to use, then click **Finish**.



- 9 When the installation is complete, the following dialog box appears. To close the dialog box, click **OK**. Click **Finish** on the **Add New Hardware Wizard**.



Windows NT 4.0/2000/XP

USB Users

■ Windows 2000/XP Plug and Play

Following is the installation procedure of plug and play for “Using USB Port” under Windows 2000.

Before you install the software, make sure you do the following:

- Connect the machine to your computer (→ *Quick Start Guide*).
- Turn on the machine (→ *Quick Start Guide*).
- Start up Windows 2000.



NOTE

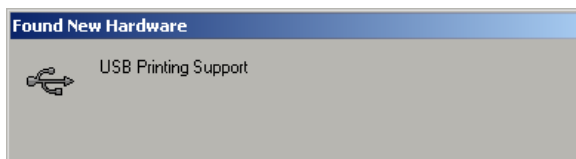
Using USB Port (USB Cable)

In order to use the printer via USB, the following requirements need to be satisfied.

- Your computer must be equipped with a USB port and it is necessary that its operation is approved by the manufacturer.
- Windows NT 4.0 is not available for USB.

1

Plug and Play is being carried out and the USB class driver, “USB Printing Support” is automatically detected and installed.



2

Log on as member of Administrators. The full control access right for the printer is necessary for the installation of the CAPT.



1

Installing the Canon Advanced Printing Technology

3 The **Found New Hardware Wizard** dialog box appears. Click **Next >**.

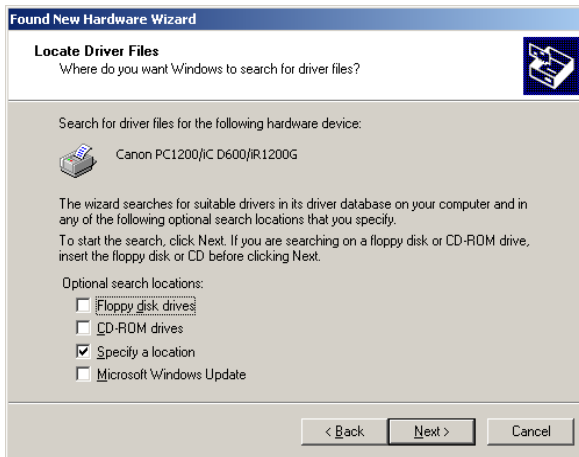
Select **Search for a suitable driver for my device (recommended)** in the **Found New Hardware Wizard** and click **Next >**.



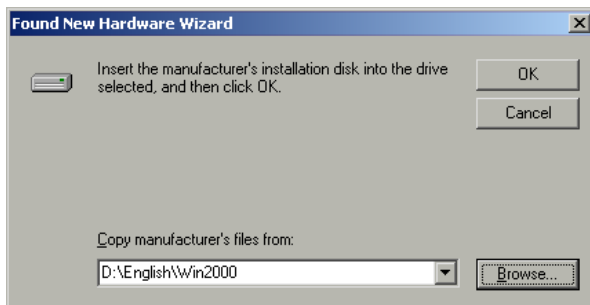
NOTE

- “Unknown” may be displayed as the name of the device.

4 Select **Specify a location** and click **Next >**.



- 5** The **Found New Hardware Wizard** dialog box appears. Click **Browse...** to select the driver in the language that you want to install. For example, if your CD-ROM drive is drive D:, browse to D:\English\Win2000, then click **OK**.



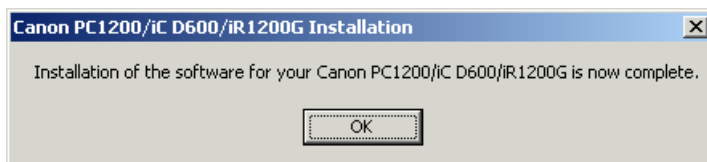
Click **Next >** on **Driver Files Search Results**.



NOTE

- Click **Yes** if the **Digital Signature Not Found** dialog box appears.

- 6** When the installation is complete, the following dialog box appears. Click **OK** to close the dialog box. Click **Finish** on the **Found New Hardware Wizard**.



Parallel Port Users



IMPORTANT

- If there already are LBP-460/465/660/800/810 or other printer drivers installed on your computer, before installing PC1200/iC D600/iR1200G uninstall those drivers or set them for file output, selecting **FILE:** in the port selection dialog.

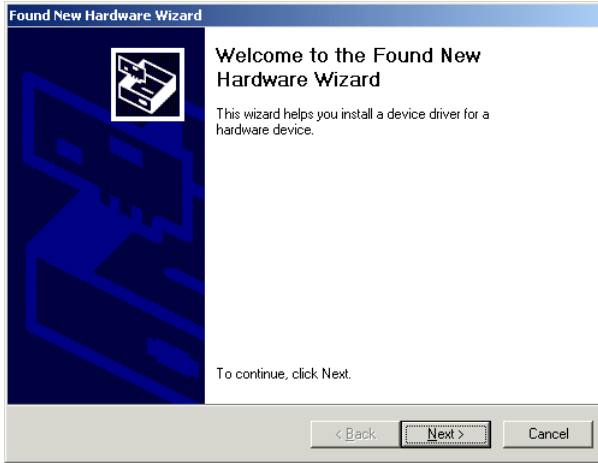
Windows 2000/XP Plug and Play

Following is the installation procedure of plug and play for “Using Parallel Port” under Windows 2000.

Before you install the software, make sure you do the following:

- Connect the machine to your computer (→ *Quick Start Guide*).
- Turn on the machine (→ *Quick Start Guide*).
- Start up Windows 2000.

- 1 **Plug and Play** is being carried out and the **Found New Hardware Wizard** dialog box appears. Click **Next >**



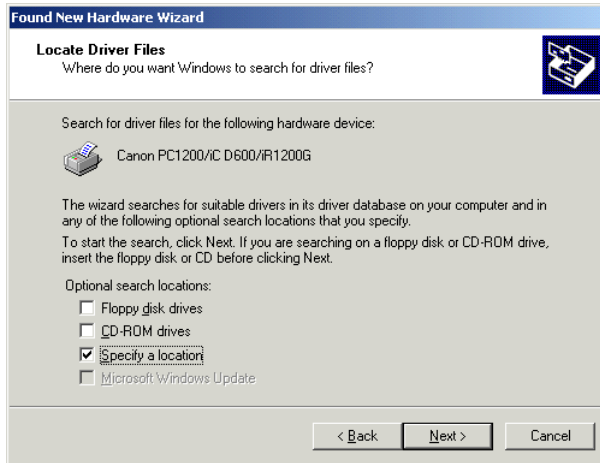
- 2 Select **Search for a suitable driver for my device (recommended)** in the **Found New Hardware Wizard** and click **Next >**.



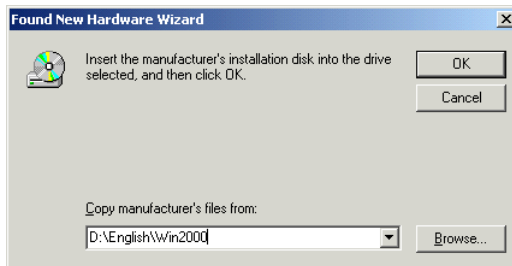
NOTE

- “**Unknown**” may be displayed as the name of the device.

3 Select **Specify a location** and click **Next >**.



4 The **Found New Hardware Wizard** dialog box appears. Click **Browse...** to select the driver in the language that you want to install. For example, if your CD-ROM drive is drive D:, browse to D:\English\Win2000, then click **OK**.



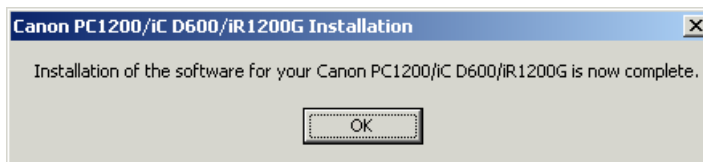
Click **Next >** on **Driver Files Search Results**.



NOTE

- Click **Yes** if the **Digital Signature Not Found** dialog box appears.

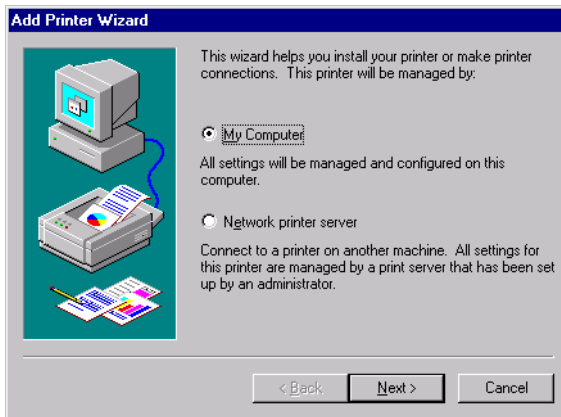
5 When the installation is complete, the following dialog box appears. Click **OK** to close the dialog box. Click **Finish** on the **Found New Hardware Wizard**.



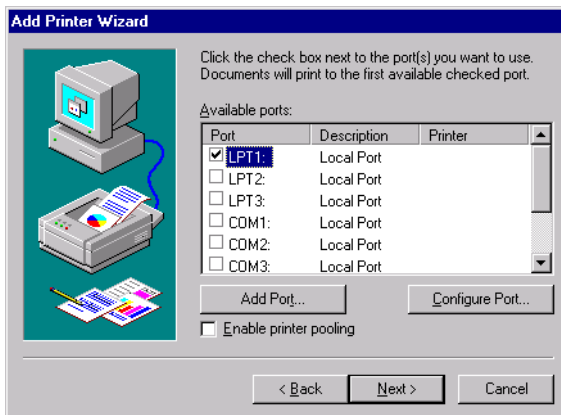
■ Windows NT 4.0 Add Printer Wizard

To install the CAPT on a local computer using Windows NT 4.0, you can use the Windows NT Add Printer Wizard.

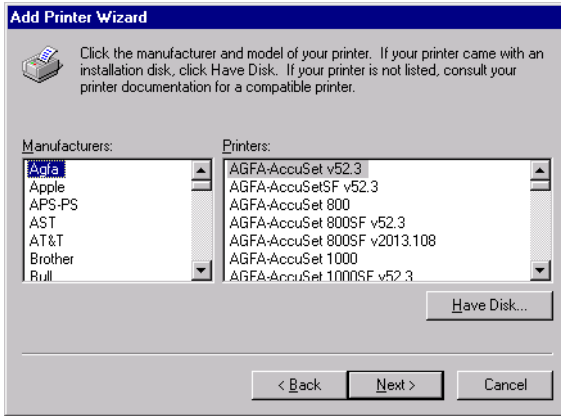
- 1 Log on as member of Administrators. The full control access right for the printer is necessary for the installation of the CAPT.
- 2 From the **Start** menu, select **Settings**, then **Printers**. The **Printers** folder appears.
- 3 Double-click the **Add Printer** icon. The **Add Printer Wizard** dialog box appears.



- 4 Select **My Computer**, then click **Next >**.
- 5 Select the printer port or ports you want to use, then click **Next >**.



- 6 Click **Have Disk...** in the **Manufacturers/Printers** dialog box.

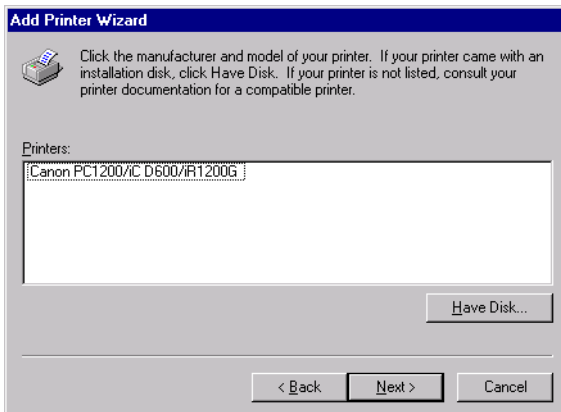


- 7 The **Install From Disk** dialog box appears. Use **Browse...** to select the directory or enter the path name that contains the CAPT, then click **OK**.

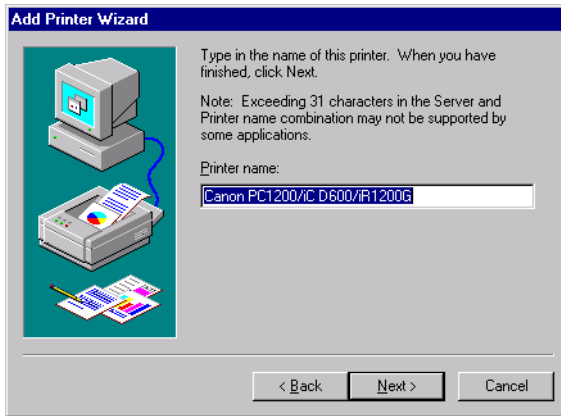


For example, if you are using the CD-ROM to install the CAPT, and your CD-ROM drive is drive D:, the path name would be D:\english\WinNT40.

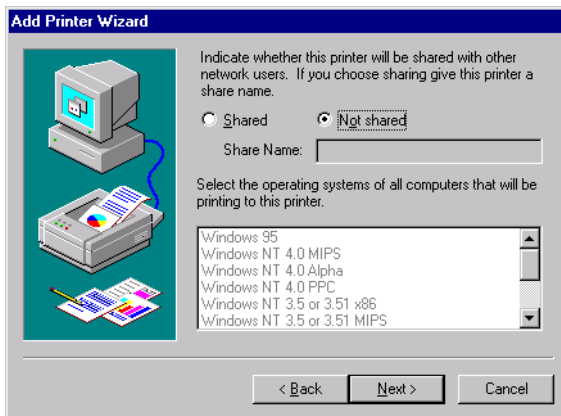
- 8 Select your printer model from the list of printers displayed, then click **Next >**.



- 9 Click **Next >** to accept the default printer name, or enter the name you wish to use, then click **Next >**.



- 10 Select whether this printer is shared or not shared with other computers. If it is shared, select all the operating systems that will use this printer. Click **Next >**.



- 11 Click **Yes** if you want to print a test page, or **No** if you do not want to print a test page, then click **Finish**.

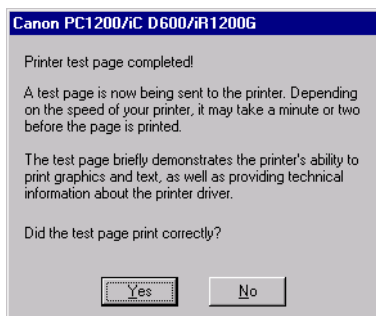


Windows creates the **Canon PC1200 iC D600 iR1200G** icon on the Desktop, and the **Canon PC1200/iC D600/iR1200G** icon is added to the **Printers** folder.

- 12 When the installation is complete, the following dialog box appears. Click **OK** to close the dialog.



- 13 If you opted to print a test page, the test page prints after the installation completes, and the following dialog appears. If the test page printed correctly, click **Yes**.



■ Windows 2000/XP Add Printer Wizard

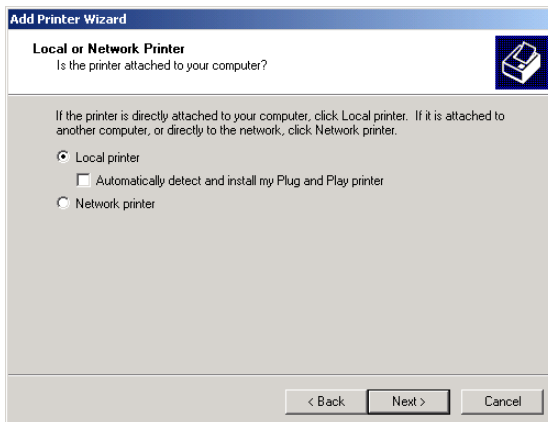
To install the CAPT on a local computer using Windows 2000/XP, you can use the **Add Printer Wizard**.

Following is the installation procedure for “Using Parallel Port” under Windows 2000.

- 1 Log on as member of Administrators. The full control access right for the printer is necessary for the installation of the CAPT.
- 2 From the **Start** menu, select **Settings**, then **Printers** (in Windows XP, select **Printers and Faxes** from **Start** menu). The **Printers** (in Windows XP, **Printers and Faxes**) folder appears.
- 3 Double-click the **Add Printer** icon (in Windows XP, click **Add a printer** in **Printer Tasks**). The **Add Printer Wizard** dialog box appears. Click **Next >**.



- 4 Select **Local printer**, then click **Next >**.

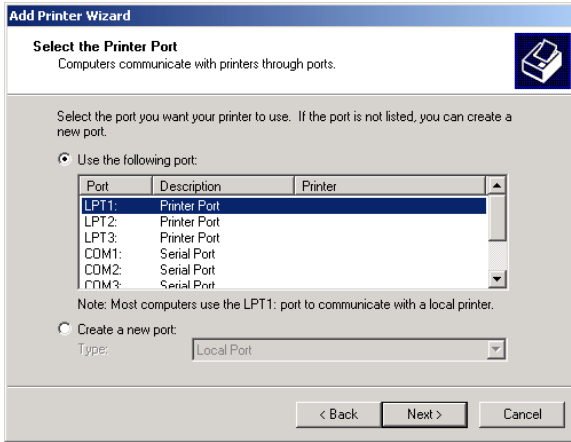


IMPORTANT

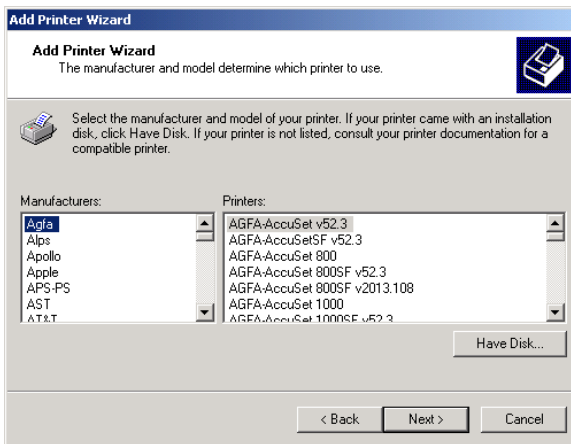
- To check on “**Automatically detect and install my Plug and Play printer**” is not recommended.



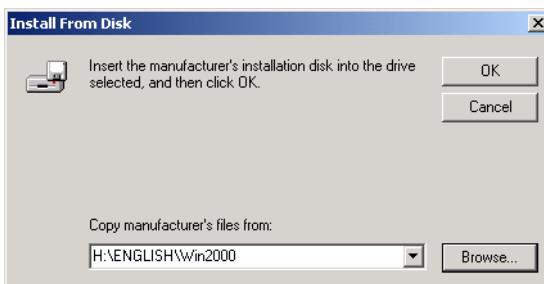
- 5 Select the printer port or ports you want to use, then click **Next >**.



- 6 Click **Have Disk...** in the **Manufacturers/Printers** dialog box.

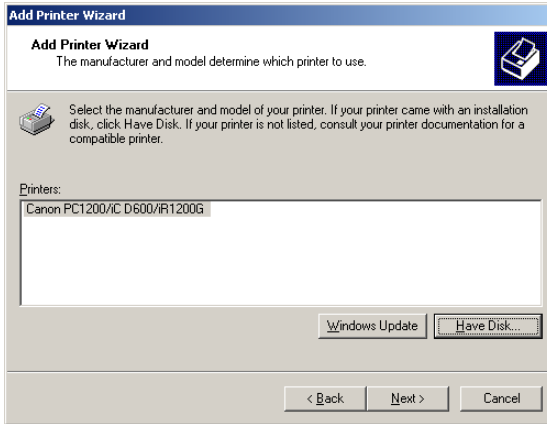


- 7 The **Install From Disk** dialog box appears. Use **Browse...** to select the directory or enter the path name that contains the CAPT, then click **OK**.

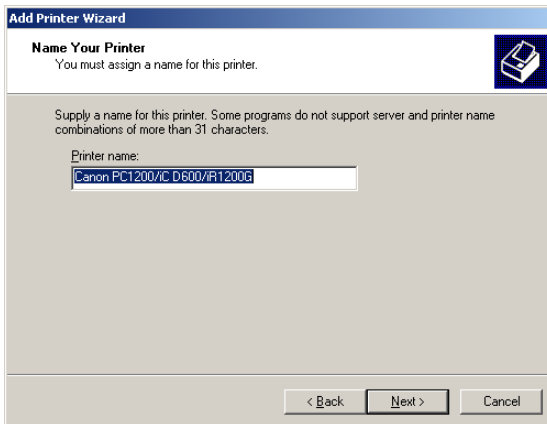


For example, if you are using the CD-ROM to install the CAPT, and your CD-ROM drive is drive D:, the path name would be D:\English\Win2000.

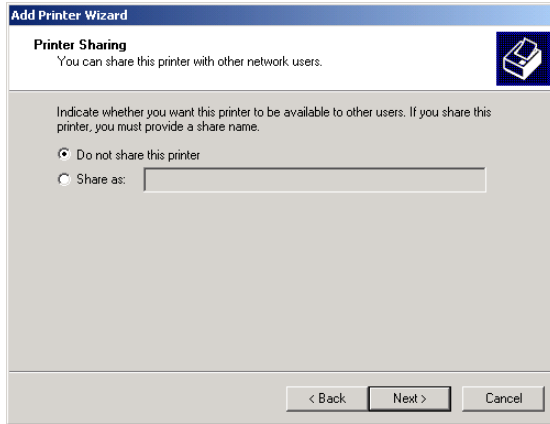
- 8 Select your printer model from the list of printers displayed, then click **Next >**.



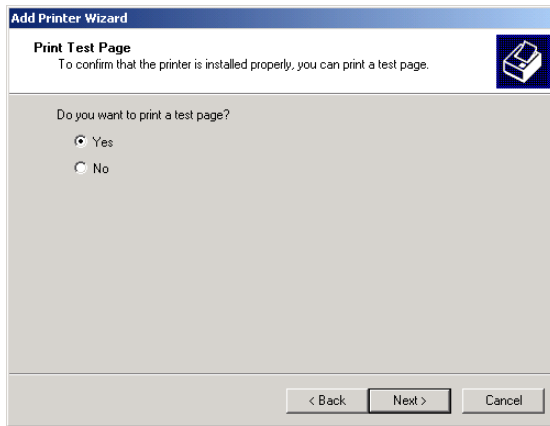
- 9 Click **Next >** to accept the default printer name, or enter the name you wish to use, then click **Next >**.



- 10** Select whether this printer is shared or not shared with other computers. Click **Next >**.



- 11** Click **Yes** if you want to print a test page, or **No** if you do not want to print a test page, then click **Next >**.

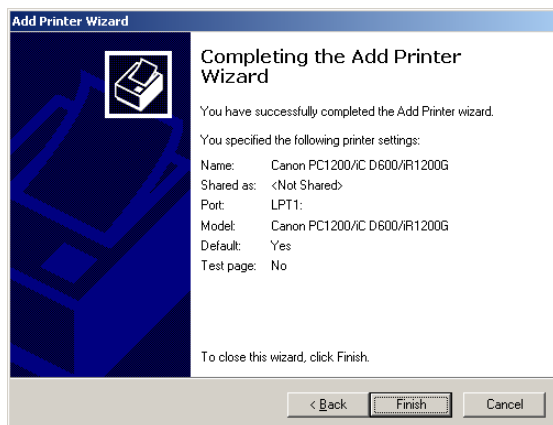


12 Click **Finish**.



- Click **Yes** if the **Digital Signature Not Found** dialog box appears.

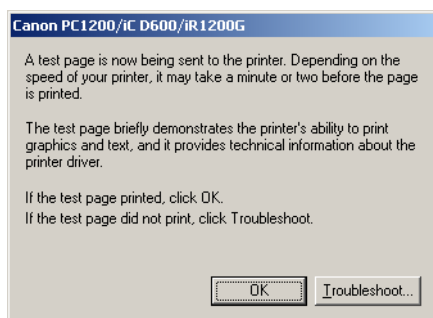
Windows creates the **Canon PC1200 iC D600 iR1200G** icon on the Desktop, and the **Canon PC1200/iC D600/iR1200G** icon is added to the Printers folder.



13 When the installation is complete, the following dialog box appears. Click **OK** to close the dialog.



14 If you opted to print a test page, the test page prints after the installation completes, and the following dialog appears. If the test page printed correctly, click **OK**.



Network Users

■ Connecting to the iR1210G/iR1230G/PC1210D/PC1230D/1270D Already on Your Network

If the iR1210G/iR1230G/PC1210D/PC1230D/1270D is already on your network you can install it two different ways. The easiest way is using automatic network download. If network download is not available, you can use the **Add Printer Wizard**.

Network Download

Windows 95/98/Me and Windows NT 4.0/2000/XP clients can download the drivers for the iR1210G/iR1230G/PC1210D/PC1230D/1270D automatically.

- 1 Open Explorer and browse the network until you can see the **Canon PC1200/iC D600/iR1200G** printer icon.
- 2 Double-click the printer icon, or drag the printer icon to your **Printers** (in Windows XP, **Printers and Faxes**) folder.
- 3 Follow the instructions on screen.



NOTE

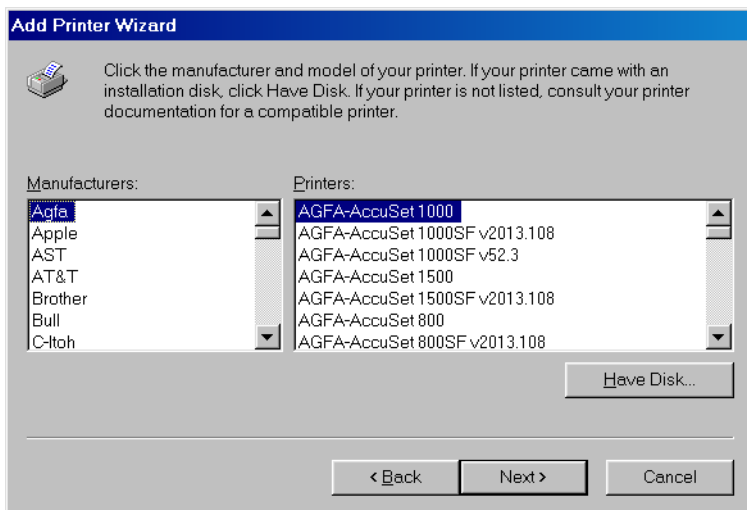
- Service Pack 4 or later must be installed on Windows NT servers in order for Windows 95/98/Me clients to use network download.
- Windows NT 4.0/2000/XP clients cannot download the driver from Windows 95/98/Me servers.

Windows 95/98/Me Add Printer Wizard

To install the CAPT for a network printer you can use the Windows 95/98/Me **Add Printer Wizard**.

- 1 From the **Start** menu, select **Settings**, then **Printers**. The **Printers** folder appears.
- 2 Double-click the **Add Printer** icon. The **Add Printer Wizard** dialog box appears.
- 3 Select **Network printer**, then click **Next >**.
- 4 Enter the network path or print queue that you want to connect to, or use **Browse...** to open the **Browse for Printer** dialog to select the printer.

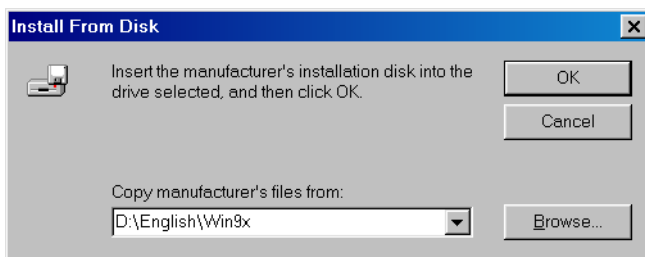
5 The Wizard displays a list of available printers. Click **Have Disk...**.



NOTE

- Depending on your network environment, the installation of the driver may be carried out automatically.

6 The **Install From Disk** dialog box appears. Use **Browse...** to select the directory or enter the path name that contains the printer software, then click **OK**.



7 If the server is a Windows 95/98/Me computer, you can enter a name for the printer, or accept the default name and click **Next >**.



NOTE

- If the connection fails you'll be able to install the printer but you will not be able to use the printer until it comes back online.

8 Follow the instructions on screen to complete installation.

Windows NT 4.0/2000/XP Add Printer Wizard

To install the CAPT for a network printer you can use the Windows NT 4.0/2000/XP **Add Printer Wizard**.

- 1** Log on as member of Administrators. The full control access right for the printer is necessary for the installation of the CAPT.
- 2** From the **Start** menu, select **Settings**, then **Printers** (in Windows XP, select **Printers and Faxes** from **Start** menu). The **Printers** (in Windows XP, **Printers and Faxes**) folder appears.
- 3** Double-click the **Add Printer** icon (in Windows XP, click **Add a printer** in **Printer Tasks**). The **Add Printer Wizard** dialog box appears.
- 4** Select **Network printer server** (in Windows XP, select **A network printer, or a printer attached to another computer**), then click **Next >**. The **Connect to Printer (Specify a Printer** in Windows XP) dialog appears.
- 5** Select the printer you want to connect to, then click **OK**. If the printer name is invalid, it means the client could not connect to the network printer specified. If a suitable driver is not found, it probably means the server is a Windows 95/98/Me computer.
- 6** Follow the instructions on screen to complete installation.

■ **Printer Sharing**

Printer sharing enables printing from network clients. Printer sharing with the iR1210G/iR1230G/PC1210D/PC1230D/1270D requires that both the print server and the client devices are using Windows 95 or later, or Windows NT 4.0 or later. The print server and client do not need to use the same operating system, and it is possible to print from a Windows 95/98/Me client to a Windows NT 4.0/2000/XP print server, or vice versa.

You can start printing simply by starting the server, even if the server was not running when the client was started.

If the server is running on Windows NT 4.0/2000/XP, you can print, even if no one is logged into the server. Please note that there is no status display on the server when no one is logged in. The status display is shown on the client.

■ **Connecting the iR1210G/iR1230G/PC1210D/PC1230D/1270D as a Network Printer**

If you plan to share the iR1210G/iR1230G/PC1210D/PC1230D/1270D on a network, install the print server locally, then make the following settings. See your print server system documentation for more information.

Windows 95/98/Me Server Settings

Network Settings

- 1** Double-click the **Network** icon in the **Control Panel**.
- 2** Select the **Configuration** tab, then click **Add**.
- 3** Select **Service**, then click **Add**.
- 4** Select **Microsoft** in the Manufacturers list box.
- 5** Select **File and Printer Sharing for Microsoft Networks** in the Network Services box, then click **OK**.
- 6** Click **File and Print Sharing**.
 - Be sure there is a check by “**I want to be able to allow others to print to my printer(s).**”
- 7** Select the **Access Control** tab and check either “**Share-level Access Control**” or “**User-level Access control**.”
- 8** Click **OK** and then restart Windows.



NOTE

Printer Settings

Share-level Access Control

- 1 Open the **Canon PC1200/iC D600/iR1200G Properties** window, then check “**Shared As**” in the **Sharing** tab.
- 2 Enter the **Share Name**, **Comment**, and **Password** as needed.
- 3 Click **OK**.

User-level Access Control

- 1 Open the **Canon PC1200/iC D600/iR1200G Properties** window, then check “**Shared As**” in the **Sharing** tab.
- 2 Enter the **Share Name** and **Comment**, as needed.
- 3 Click **Add**, and select the users allowed to access the printer.
- 4 Click **OK** when you have finished adding users.
- 5 Click **OK** again.



- Do not enter space or special character in the **Share Name**.

Windows NT 4.0/2000/XP Server Settings

Add Server Service (Windows NT 4.0)

- 1** Double-click the **Network** icon from the **Control Panel**.
- 2** Select the **Services** tab, and if the **Server** is not shown, click **Add**.
- 3** Select the **Server**, and click **OK**.
- 4** Restart Windows.

Add Server Service (Windows 2000)

- 1** From the **Start** menu, select **Settings**, then **Network and Dial-up Connections**.
The **Network and Dial-up Connections** folder appears.
- 2** Right-click the **Local Area Connection** icon, then select **Properties** from the menu.
The **Local Area Connection Properties** dialog box appears.
- 3** Select **File and Printer Sharing for Microsoft Networks**, then click **OK**.

Add Server Service (Windows XP)*

- 1** From the **Start** menu, select **Control Panel**.
The **Control Panel** folder appears.
- 2** Click **Network and Internet Connections**.
Network and Internet Connections folder appears.
- 3** Click **Network Connections**.
Network Connections folder appears.
- 4** Right-click the **Local Area Connection** icon, then select **Properties** from the menu.
The **Local Area Connection Properties** dialog box appears.
- 5** Select **File and Printer Sharing for Microsoft Networks**, then click **OK**.

* The procedure for Windows XP is given for Category View Mode.

Printer Sharing Settings

- 1 Open the **Canon PC1200/iC D600/iR1200G Properties** window, then check “**Shared**” in the **Sharing** tab.
- 2 Enter the **Share Name** as needed.
- 3 Click **OK**. The printer icon changes to indicate sharing.



- Sharing settings may also be made during installation.

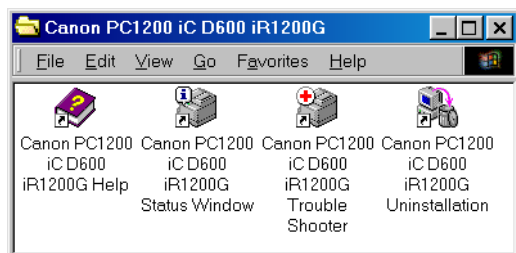
Status Display

The status of a shared printer displays on both the print server and client computer, and job operations can execute from either.

Status display requires status exchanges between the print server and client using TCP/IP or NetBEUI protocols. Status display is not supported if IPX/SPX is the only protocol used.

“Canon PC1200 iC D600 iR1200G” Group

When you install the CAPT, the “Canon PC1200 iC D600 iR1200G” group is created.



You can select the following from the **PC1200 iC D600 iR1200G** group:

- **Canon PC1200 iC D600 iR1200G Help**
Selects the Canon iR1210G/iR1230G/PC1210D/PC1230D/1270D Help file for the CAPT.
- **Canon PC1200 iC D600 iR1200G Status Window**
Displays the iR1210G/iR1230G/PC1210D/PC1230D/1270D Status Window.
- **Canon PC1200 iC D600 iR1200G Trouble Shooter**
Starts the Trouble Shooter program for the CAPT. It helps you solve printing problems in Windows 95/98/Me or NT 4.0/2000/XP. (→ Chapter 4, *Troubleshooting*.)
- **Canon PC1200 iC D600 iR1200G Uninstallation**
Starts the uninstall program for the CAPT. If the CAPT is not working properly, it might help to uninstall and then install it again. (→ Chapter 4, *Troubleshooting*.)

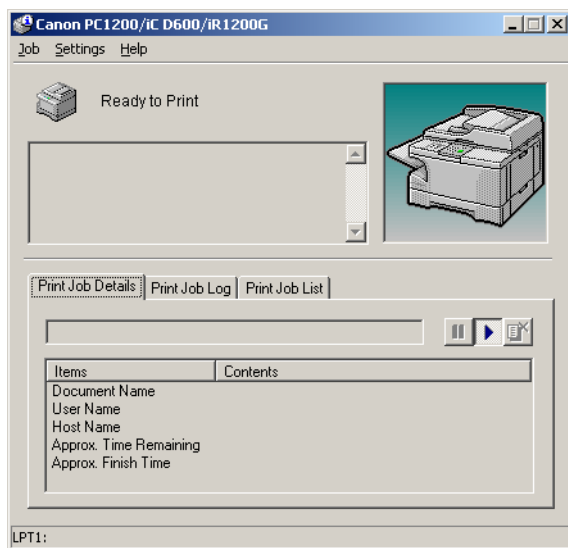
Printing with the CAPT

The CAPT offers bi-directional communication between the computer and machine. To take advantage of the bi-directional communication, one end of a bi-directional parallel cable connects to the printer and the other end connects directly to your computer.



- You must use a bi-directional cable for proper operation.

Every time you print, the CAPT displays the **Canon PC1200/iC D600/iR1200G** Status Window. This window shows you the paper moving through the machine, how long it will take to print the document, and how much of the document has printed. From the Status Window you can pause, resume, or delete the current print job.



If a printing problem occurs, the **Canon PC1200/iC D600/iR1200G** Status Window automatically opens and identifies the problem.

Before using the CAPT, make sure you select it as your current Windows printer driver.

Chapter 2

Printer Properties

This chapter describes the dialogs and settings on the Printer Properties screens. It includes the following information:

- Windows 95/98/Me Printer Properties
- Windows NT4.0/2000/XP Printer Properties and Default Document Properties

Windows 95/98/Me Printer Properties

With the CAPT, you initiate printing as you normally would from a Windows application. From the **Print** dialog box, usually accessed from an application's **File** menu, you can select **Properties** to proceed to the **Canon PC1200/iC D600/iR1200G Properties** dialog box and its printing options.



NOTE

- You can open the **Properties** dialog box from the **Printers** folder. The number of tabs displayed in the **Properties** dialog box depends on how you have your system set up. Screens examples use Windows 98.
- The way you get to the dialog boxes determines how long the printing options remain in effect:

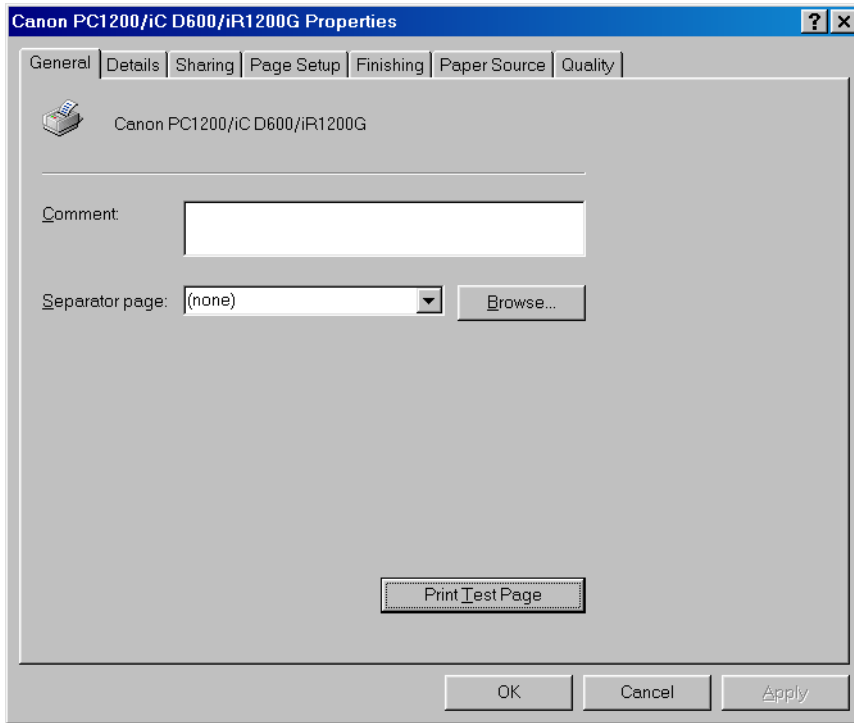
If you start from an application's **Print...** command, your choices apply only to that print job. They will not be stored when you close the application.

If you start from the **Printers** folder, the settings apply to all Windows applications and remain in effect until you change those settings.

- For more information about the following features, see the online Help. To display the online help, select the item you want more information about and press **F1**, or click **?** in the title bar and then select the item of interest.

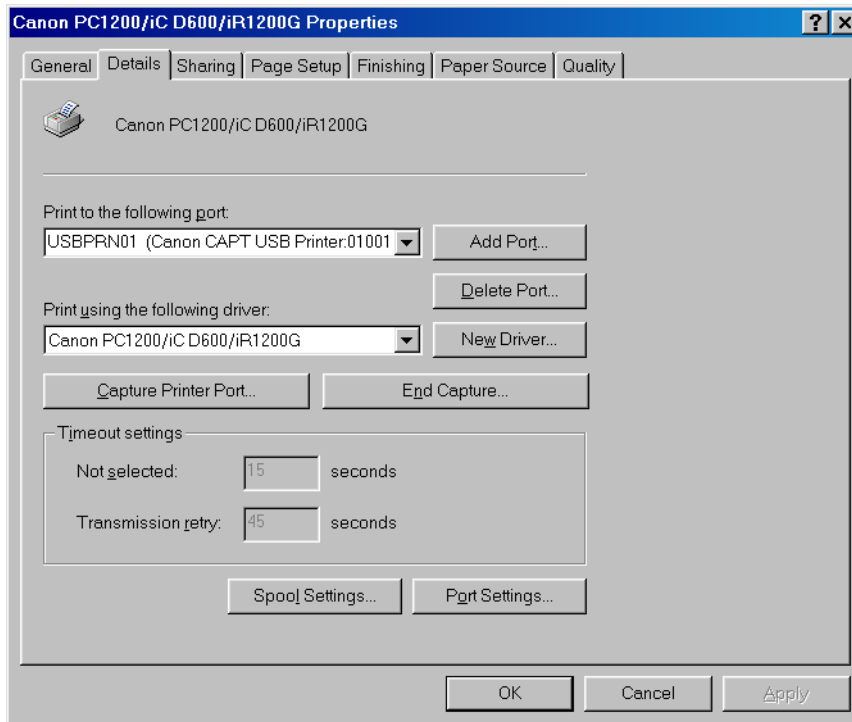
■ General Tab

Lets you print a test page or define separator pages. Refer to your operating system documentation for more information.



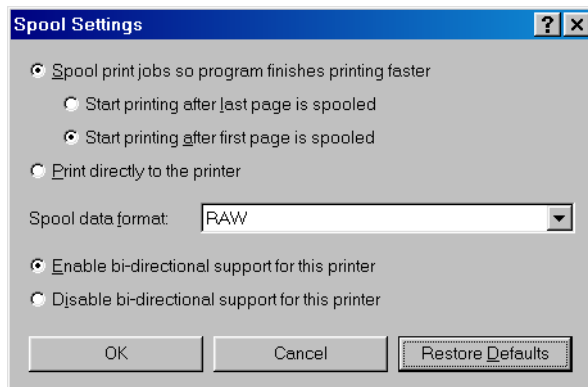
■ Details Tab

Specifies the printer port and time-out settings. Refer to your operating system documentation for more information.



Spool Settings...

The installer sets the following defaults.



■ Sharing Tab

Specifies the printer-sharing settings. This tab is available only when file and printer sharing is turned on. Refer to your operating system documentation for more information.

The screenshot shows the 'Canon PC1200/iC D600/iR1200G Properties' dialog box with the 'Sharing' tab selected. The dialog has a title bar with a question mark and close button. The tabs are 'General', 'Details', 'Sharing', 'Page Setup', 'Finishing', 'Paper Source', and 'Quality'. In the 'Sharing' tab, there are two radio buttons: 'Not Shared' and 'Shared As:'. The 'Shared As:' option is selected. Below it, there are three text input fields: 'Share Name:' with the value 'CANON', 'Comment:', and 'Password:'. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.

Canon PC1200/iC D600/iR1200G Properties

General Details **Sharing** Page Setup Finishing Paper Source Quality

☐ Not Shared

☒ **Shared As:**

Share Name: CANON

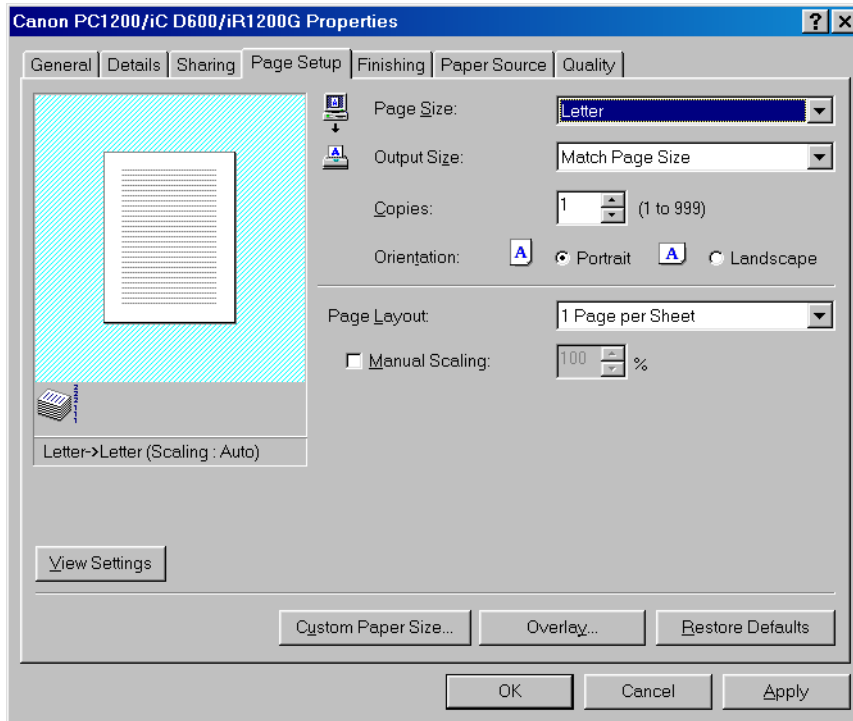
Comment:

Password:

OK Cancel Apply

■ Page Setup Tab

Specifies paper size, scaling, number of copies, orientation, and pages per sheet.



Default settings depend on the country/region of purchase.

Page Size lets you select the paper size you are working with in your application. (A3, B4, A4, B5, A5, Letter, Legal, Executive, Statement, DL, COM10, ISO-C5, Monarch, and 3 custom paper sizes. The names of the custom paper sizes are set with the **Custom Paper Size...** option.)

Output Size lets you select the paper size to print on. If your output size is set to anything other than **Match Page Size**, the image will be automatically reduced or enlarged to fit on the page.

Copies lets you specify the number of copies to be printed (1 to 999).

Orientation lets you select the direction of printing relative to the paper (Portrait, Landscape).

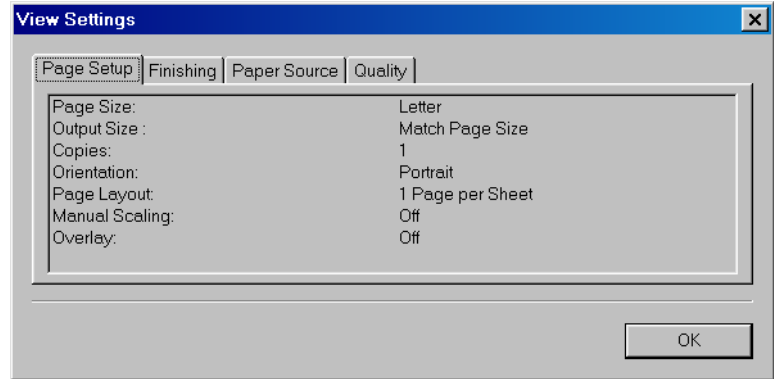
Page Layout lets you select the number of pages per sheet (1, 2, 4, 8, 9). If you select more than 1, the image may be reduced to fit on the selected output size. When 2, 4, 8, or 9 pages per sheet is selected **Manual Scaling** disappears and **Page Order** appears in its place.



Manual Scaling lets you shrink or enlarge images. This option only appears when **1 Page per Sheet** is selected as the **Page Layout**. Check on the check box to set a reduction or enlargement percentage (10 to 200).

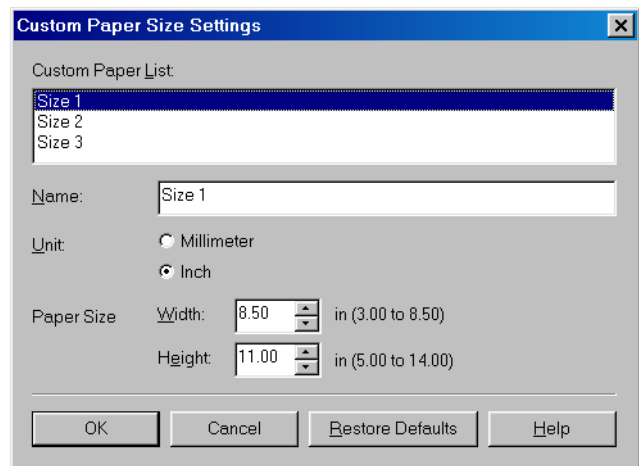
View Settings

To get a quick view of your current settings, click **View Settings**, which is located on the **Page Setup**, **Finishing**, **Paper Source** and **Quality** tabs. Click on the tabs in the **View Settings** dialog box to view the settings for each tab.



Custom Paper Size Settings

Custom Paper Size... on the **Page Setup** tab window allows you to define custom paper sizes for quick selection. You can specify the name, width, and height of each size. You can have up to 3 custom sizes.



Default settings depend on the country/region of purchase.

Selecting a Custom Paper Size Setting

- 1 Select one of the predefined sizes from the **Custom Paper List**.
- 2 If you wish, enter a unique name in the **Name** area.
- 3 Select the **Unit** of measurement (**Millimeter** or **Inch**)
- 4 Define the **Paper Size** using the **Width** (76.2 to 215.9 mm/3.00 to 8.50 inches) and **Height** (127.0 to 355.6 mm/5.00 to 14.00 inches) settings.
- 5 Click **OK** to accept your changes.

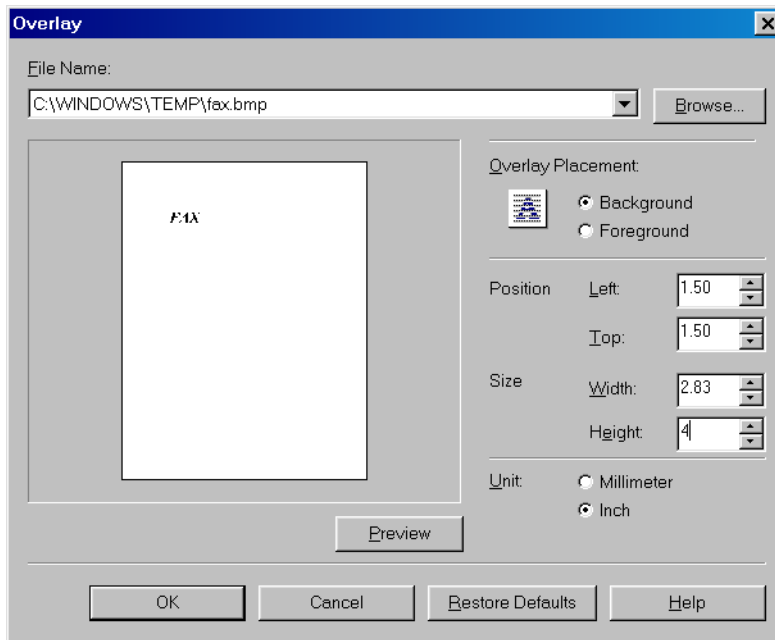
If you wish to restore the default settings to *all* of the custom sizes, click **Restore Defaults**.

Overlay

An overlay allows you to add data you use often, such as a logo, to the print data from an application. For example, when using an overlay you can automatically print your logo on letters you create.

Overlay... on the **Page Setup** tab accesses the settings to specify how you want the overlay and print data printed, including the print position, size, and whether it is printed in the foreground (on top of) or background (under) the application data.

Use **Browse...** to select the file that contains the overlay data.



Default settings depend on the country/region of purchase.

File Name displays the currently selected overlay file name.

Browse... Opens the **Select File** dialog box. When you select a file and close the **Select File** dialog box, the **File Name** drop-down list and preview are updated. The overlay file must be a Windows bitmap or a Windows metafile.

Overlay Placement lets you specify if you want the overlay to appear in back of the application data or in front of the application data (Background, Foreground).

Position lets you specify the position of the overlay based on its distance from the paper's left and top edges.

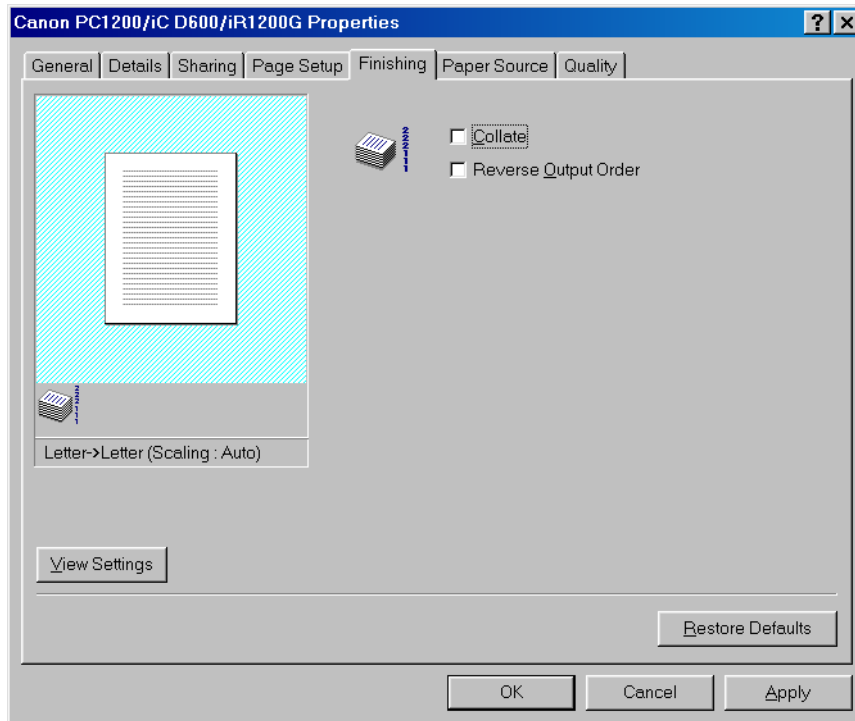
Size lets you set the size of the overlay.

Unit lets you select the units of measurement (Millimeter, Inch).

Restore Defaults resets Left, Top, Width and Height to their default values.

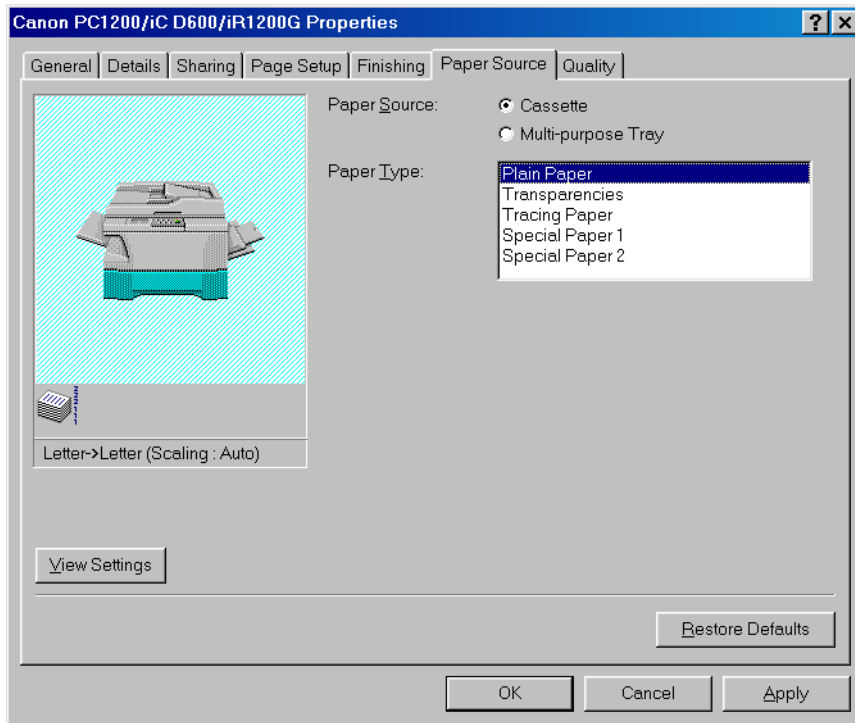
■ Finishing Tab

Specifies how final output is collated and printing pages in reverse output order. Check the check boxes to collate the document or print it in reverse output order.



■ Paper Source

Specifies the paper source and paper type settings.



Paper Source lets you specify paper feed method. Select from **Cassette** or **Multi-purpose Tray**.

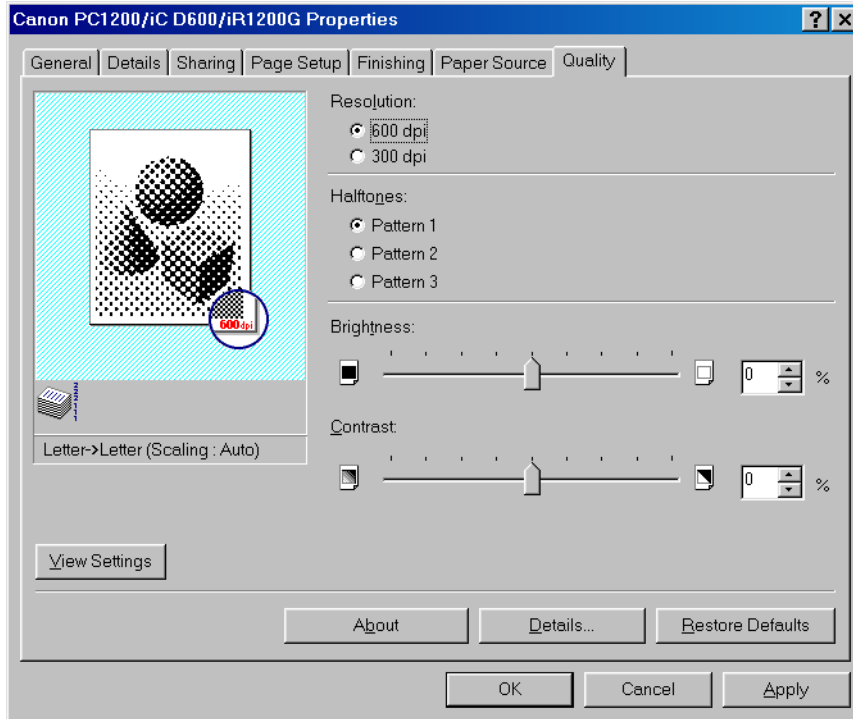
Paper Type lets you select from following types of paper:

- **Plain Paper** (including coloured paper, recycled paper: 64-80g/m²)
- **Transparencies***
- **Tracing Paper*** (tracing paper, thin paper: 52-63g/m²)
- **Special Paper 1*** (thick paper)
- **Special Paper 2*** (postcards, envelopes: 81-128g/m²)

* When **Paper Source** is set to **Cassette**, please do not select paper types other than **Plain Paper**.

■ Quality Tab

Specifies the resolution, halftoning method, brightness, and contrast settings.

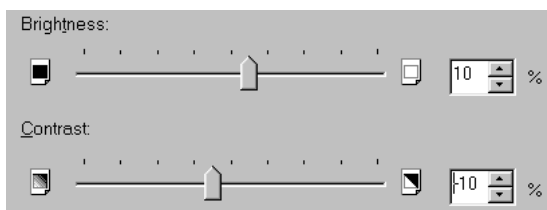


Resolution lets you specify the printer's resolution in dots per inch (600,300).

Halftones is the process of converting a greyscale image to black dots and white (unprinted) dots that simulate the grey shades in the original image. Different halftone patterns give different grey shade results.

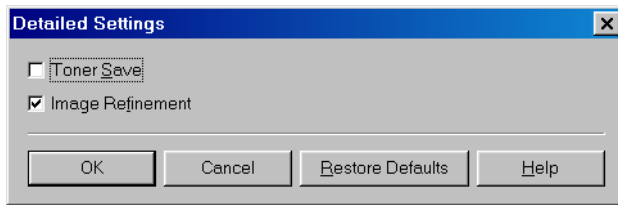
Brightness is the relative proportion of light and dark areas. Decreasing brightness darkens the overall image; increasing brightness lightens it. Brightness is expressed as a relative range from -80% to +80%.

Contrast is the degree of difference between the lightest and darkest areas of an image. Decreasing contrast lightens the dark areas and darkens the light areas; increasing it darkens the dark areas and lightens the light areas. Contrast is expressed as a relative range from -80% to +80%.



Detailed Settings

Details... accesses the settings for toner saver, and Image Refinement.



Toner Save thins the black areas of print data, so toner consumption is reduced.

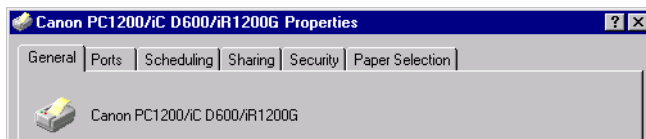
Image Refinement is a printer technology from Canon, with which the printer automatically senses and refines the jagged edges and ragged curves of characters and graphics.

Windows NT4.0/2000/XP Printer Properties and Default Document Properties

The CAPT for Windows NT 4.0/2000/XP has two main dialog boxes: the **Printer Properties** dialog box and the **Default Document Properties*** dialog box.

Printer Properties

To view the printer properties, select **Properties** from the **File** menu in the **Printers** (in Windows XP, **Printers and Faxes**) folder, or click the right mouse button on the **Canon PC1200/iC D600/iR1200G** icon in the **Printers** (in Windows XP, **Printers and Faxes**) folder and select **Properties** from the pop-up menu.



Default Document Properties*

In the **Default Document Properties*** dialog box, you can specify the default settings for the printing options available when you print on the iR1210G/iR1230G/PC1210D/PC1230D/1270D. To view the default document properties, select **Document Defaults...*** from the **File** menu in the **Printers** (in Windows XP, **Printers and Faxes**) folder, or click the right mouse button on the **Canon PC1200/iC D600/iR1200G** icon in the **Printers** (in Windows XP, **Printers and Faxes**) folder, and select **Document Defaults...*** from the pop-up menu.



You can also open an equivalent dialog box and specify the setting by selecting **Print** or **Page Setup** from the **File** menu of an application.



NOTE

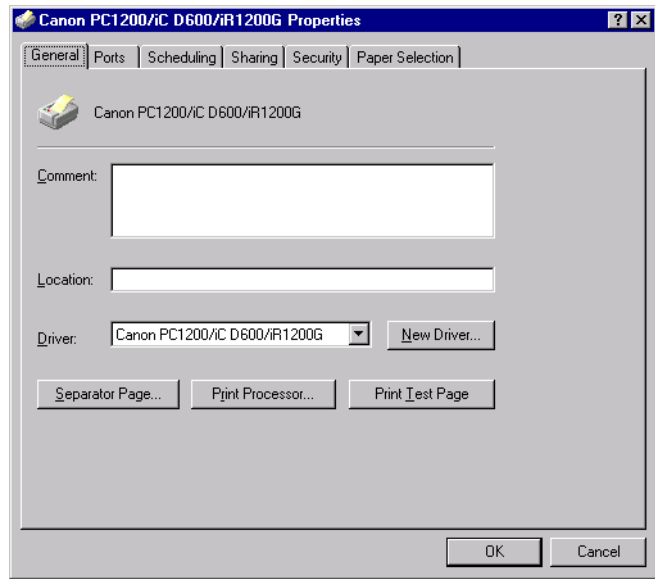
- The number of tabs displayed in the **Properties** dialog box depends on how you have your system set up. Screens example use Windows NT 4.0.
- For more information about the following features, see the online Help. To display the online help, select the item you want more information about and press **F1**, or click **?** in the title bar and then select the item of interest.

* Printing Preference in Windows 2000/XP

** Printing Preference... in Windows 2000/XP

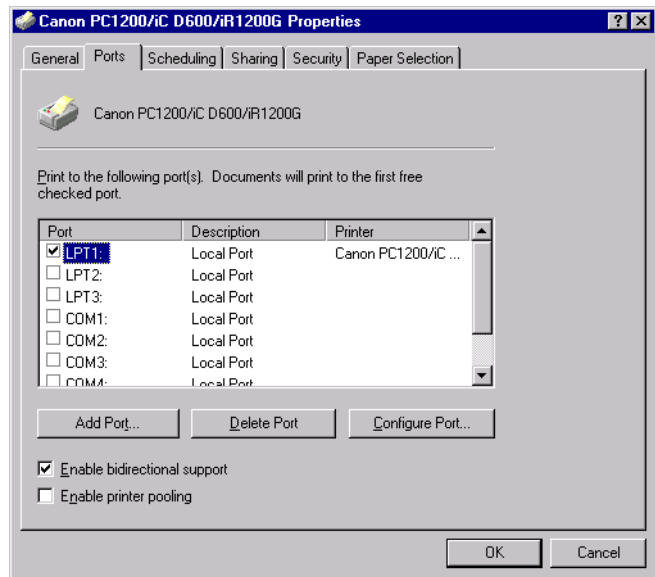
■ General Tab

Specifies to print a test page and separator pages. Refer to your operating system documentation for more information.



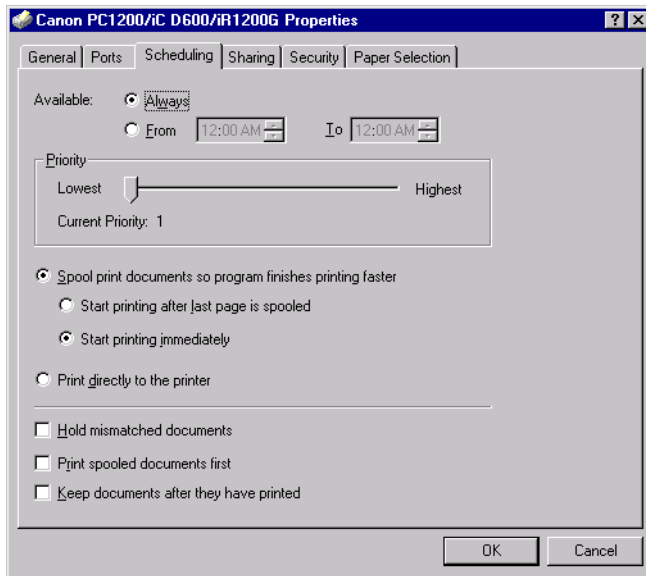
■ Ports Tab

Lets you specify the port to which the printer is attached. Refer to your operating system documentation for more information.



■ Scheduling Tab

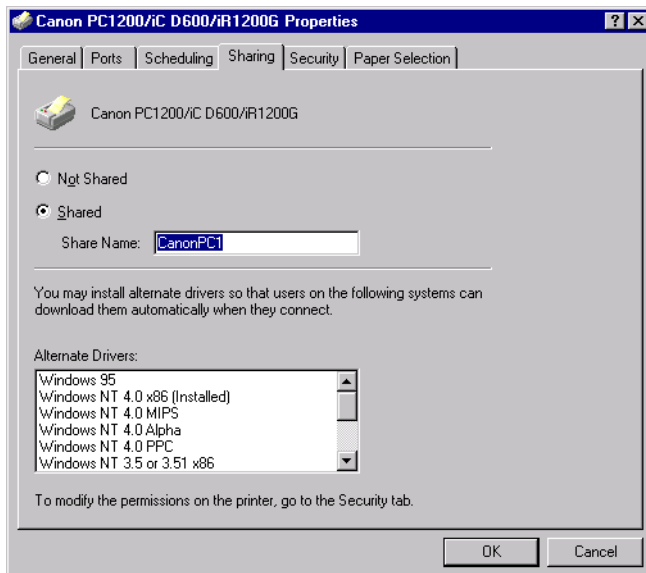
Lets you define print spooling settings. Refer to your operating system documentation for more information.



“Spool print documents so program finishes printing faster” and “Start printing immediately” are set automatically when you install the printer driver.

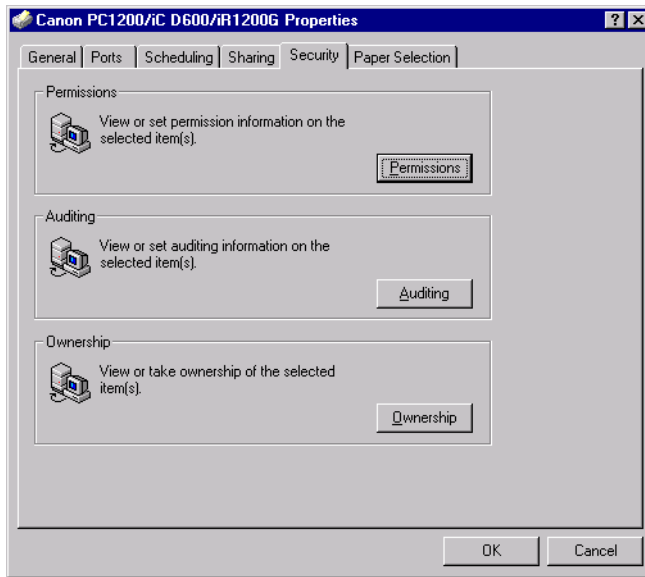
■ Sharing Tab

Specifies the printer-sharing settings. Refer to your operating system documentation for more information.



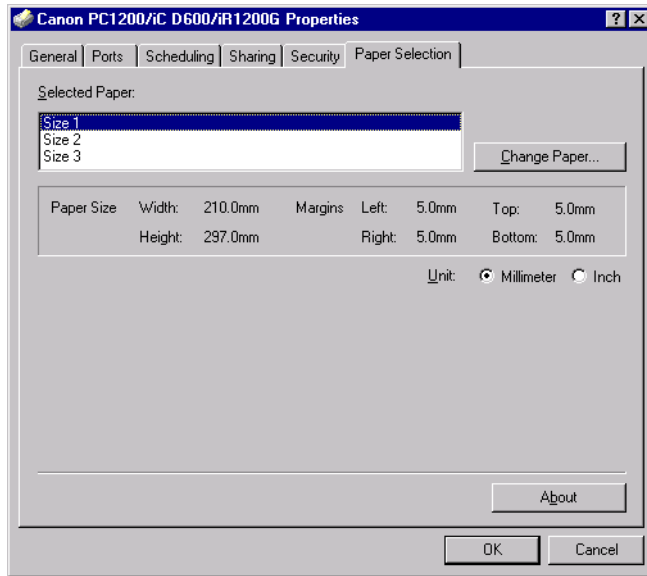
■ Security Tab

Lets you specify security settings. Refer to your operating system documentation for more information.



■ Paper Selection Tab

This printer driver supports three custom paper sizes. Using the custom forms defined on the **Forms** tab in the print server's **Properties** dialog box, you can add information about the custom paper sizes. Form definitions must conform to the printer's specifications.

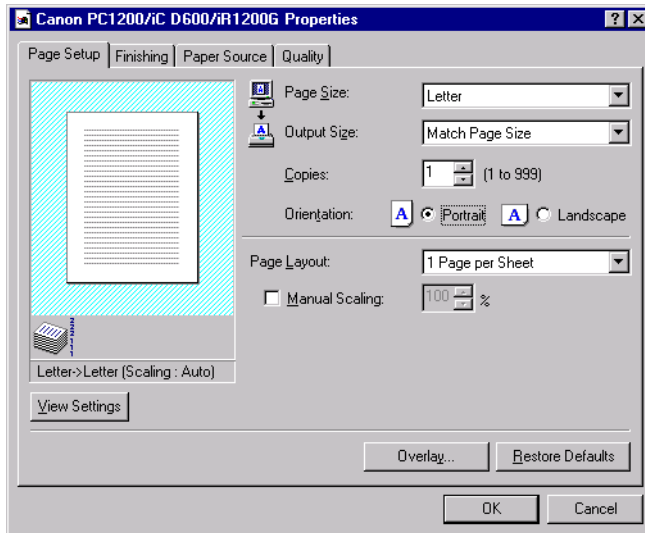


Selected Paper shows the three sizes names.

Change Paper... opens the **Change Paper** dialog. This dialog contains a listing of the available papers, and their definitions (**Available Paper** has **Height**: 127.0–355.6 mm and **Width**: 76.2–215.9 mm) that were defined in the **Forms** tab in the Print Server **Properties** dialog box (the **Print Server Properties** dialog box can be accessed by selecting **Server Properties** from the **File** menu of the **Printers** (in Windows XP, **Printers and Faxes**) folder). Only sizes that conform to the printer's specifications are listed as available. When you choose a size in the list and then click **OK**, the size information is copied to the selected paper in the **Selected Paper** list on the **Paper Selection** tab.

■ Page Setup Tab

Specifies paper size, scaling, number of copies, orientation, and pages per sheet.



Default settings depend on the country/region of purchase.

Page Size lets you select the paper size you are working with in your application. (A3, B4(JIS), A4, B5(JIS), A5, Letter, Legal, Executive, Statement, Envelope DL, Envelope #10, Envelope C5, Envelope Monarch, and 3 custom paper sizes.)

Output Size lets you select the paper size to print on. If your output size is set to anything other than **Match Page Size**, the image will be automatically reduced or enlarged to fit on the page.

Copies lets you specify the number of copies to be printed (1 to 999).

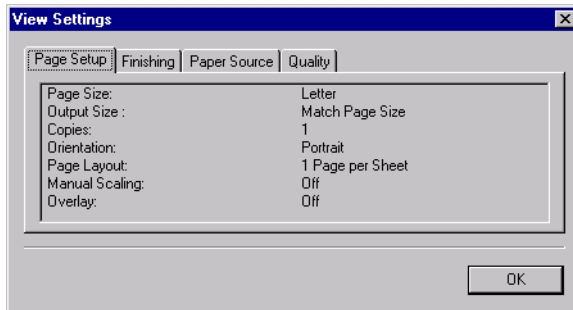
Orientation lets you select the direction of printing relative to the printer's paper (Portrait, Landscape).

Page Layout lets you select the number of pages per sheet (1, 2, 4, 8, 9). If you select more than 1, the image may be reduced to fit on the selected output size. When 2, 4, 8, or 9 pages per sheet is selected **Manual Scaling** disappears and **Page Order** appears in its place.

Manual Scaling lets you shrink or enlarge images. This option only appears when **1 Page per Sheet** is selected as the **Page Layout**. Check the check box to set a reduction or enlargement percentage (10 to 200).

View Settings

To get a quick view of your current settings, click **View Settings**, which is located on the **Page Setup**, **Finishing**, **Paper Source** and **Quality** tabs. Click on the tabs in the **View Settings** dialog box to view the settings for each tab.

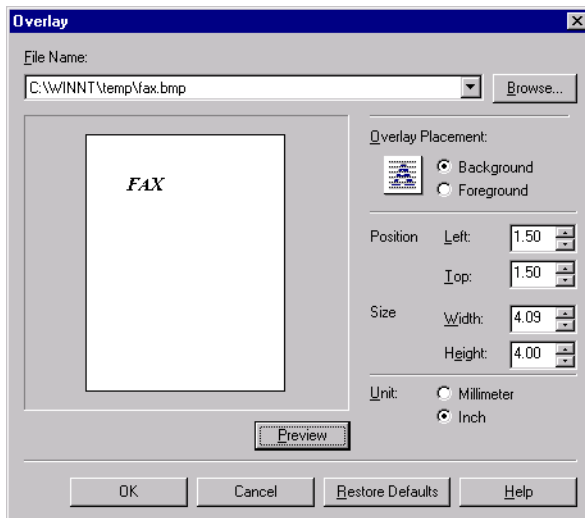


Overlay

An overlay allows you to add data you use often, such as a logo, to the print data from an application. For example, when using an overlay you can automatically print your logo on letters you create.

Overlay... on the **Page Setup** tab accesses the settings to specify how you want the overlay and print data printed, including the print position, size, and whether it is printed in the foreground (on top of) or background (under) the application data.

Use **Browse...** to select the file that contains the overlay data.



Default settings depend on the country/region of purchase.

File Name displays the currently selected overlay file name.

Browse... Opens the **Select File** dialog box. When you select a file and close the **Select File** dialog box, the **File Name** drop-down list and Preview are updated. The overlay file must be a Windows bitmap or a Windows metafile.

Overlay Placement lets you specify if you want the overlay to appear in the back of the application data or in front of the application data (Background, Foreground).

Position lets you specify the position of the overlay based on its distance from the paper's left and top edges.

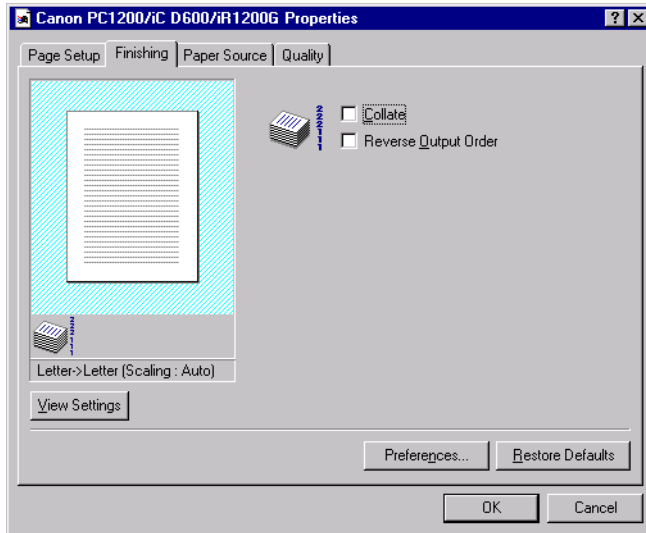
Size lets you set the size of the overlay.

Unit lets you select the units of measurement (Millimeter, Inch).

Restore Defaults resets Left, Top, Width and Height to their default values.

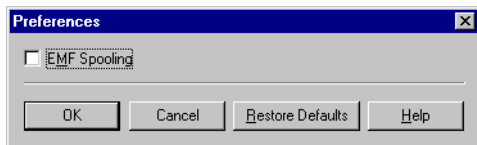
■ Finishing Tab

Specifies how final output is collated and sets printing pages in reverse output order. Check the check boxes to collate the document or print it in reverse output order.



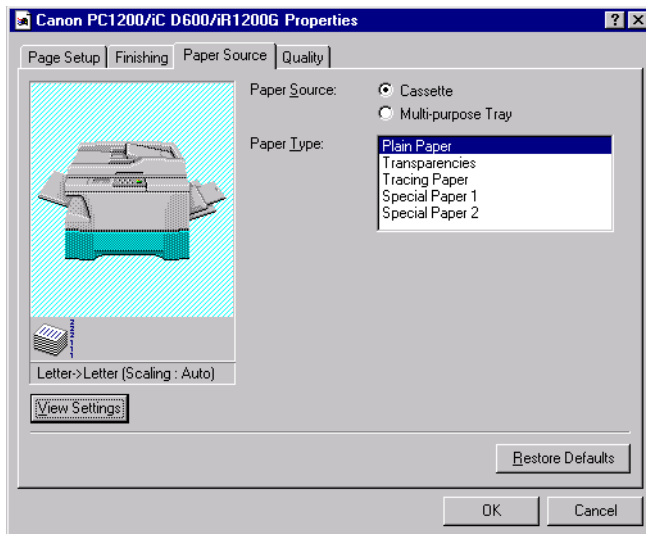
Preferences

Preferences... on the **Finishing** tab window opens the **Preferences** dialog box. The check box lets you turn EMF Spooling on. If this is not checked, EMF Spooling will be off. This setting is unchecked by default.



■ Paper Source Tab

Specifies the paper source and paper type settings.



Paper Source lets you specify paper feed method. Select from **Cassette** or **Multi-purpose Tray**.

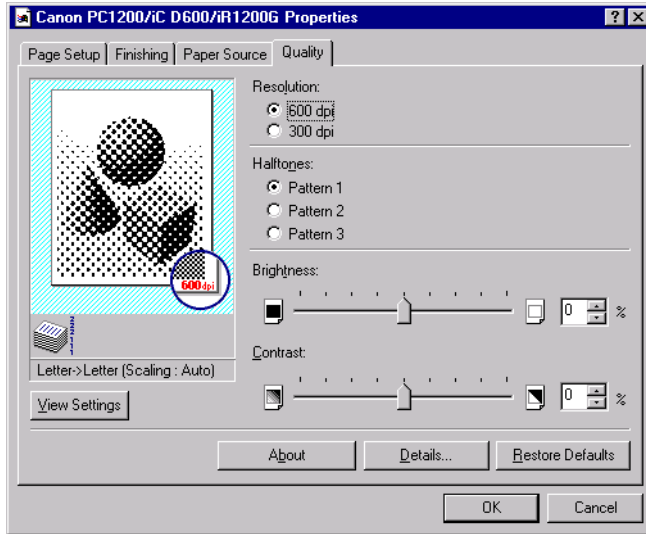
Paper Type lets you select from following types of paper:

- **Plain Paper** (including coloured paper, recycled paper: 64-80g/m²)
- **Transparencies***
- **Tracing Paper*** (tracing paper, thin paper: 52-63g/m²)
- **Special Paper 1*** (thick paper)
- **Special Paper 2*** (postcards, envelopes: 81-128g/m²)

* When **Paper Source** is set to **Cassette**, please do not select paper types other than **Plain Paper**.

■ Quality Tab

Specifies the resolution, halftoning method, brightness, and contrast settings.

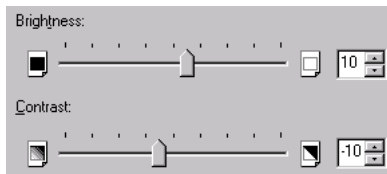


Resolution lets you specify the printer's resolution in dots per inch (600,300).

Halftones is the process of converting a greyscale image to black dots and white (unprinted) dots that simulate the grey shades in the original image. Different halftone patterns give different grey shade results.

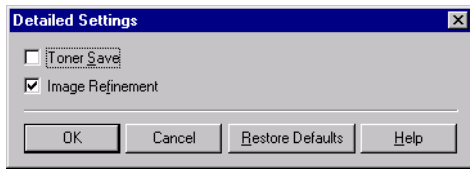
Brightness is the relative proportion of light and dark areas. Decreasing brightness darkens the overall image; increasing brightness lightens it. Brightness is expressed as a relative range from -80% to +80%.

Contrast is the degree of difference between the lightest and darkest areas of an image. Decreasing contrast lightens the dark areas and darkens the light areas; increasing it darkens the dark areas and lightens the light areas. Contrast is expressed as a relative range from -80% to +80%.



Detailed Settings

Details... accesses the settings for toner saver and Image Refinement.



Toner Save thins the black areas of print data, so toner consumption is reduced.

Image Refinement is a printer technology from Canon, with which the printer automatically senses and refines the jagged edges and ragged curves of characters and graphics.

Chapter 3

Checking the Status of a Print Job

This chapter describes how to check the status of print jobs.

You can track and control your print jobs using either of the following methods:

- The **Canon PC1200/iC D600/iR1200G** Status Window
Tells you exactly what is happening with the current print job.
- The Windows **Printers** (in Windows XP, **Printers and Faxes**) folder
Helps you control and manage all print jobs in a queue for all printers installed in Windows.

Opening the Status Window

The **Canon PC1200/iC D600/iR1200G** Status Window opens automatically in the following situations:

- When you print a document, provided “**While Printing**” is selected for “**Display Printer Status Window**” the **Option Settings** dialog box of the Status Window.
- When an error occurs or user action is required.
- When Windows starts, if the Status Window was open the last time Windows was closed.

You can also open the Status Window by clicking on the Status Window icon in the Windows taskbar and selecting the **Canon PC1200/iC D600/iR1200G**.

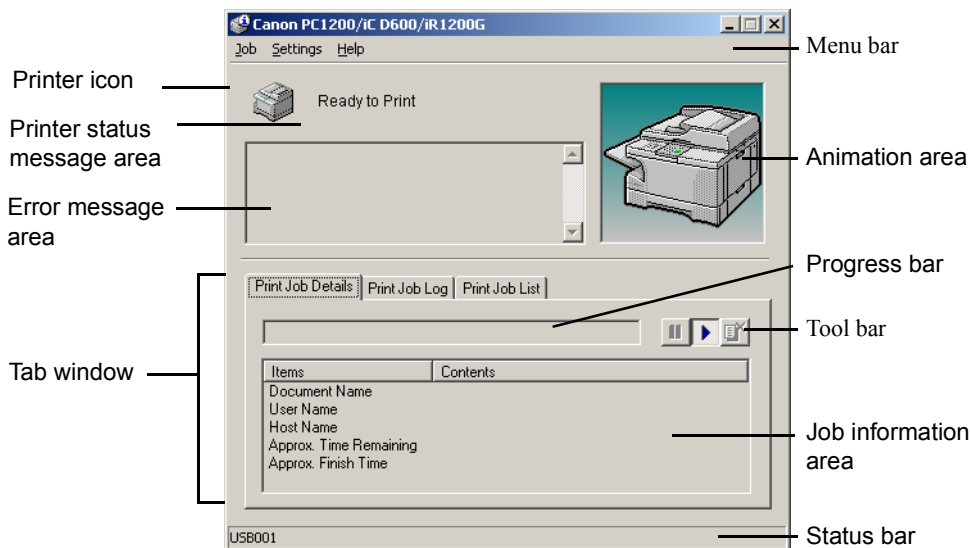
Status Window icon



If multiple iR1210G/iR1230G/PC1210D/PC1230D/1270D machines are connected, select a printer from the list. The Status Window opens and displays information for the selected printer.

Using Canon PC1200/iC D600/iR1200G Status Window

The Status Window is a program used to display the status of jobs and perform printer operations.

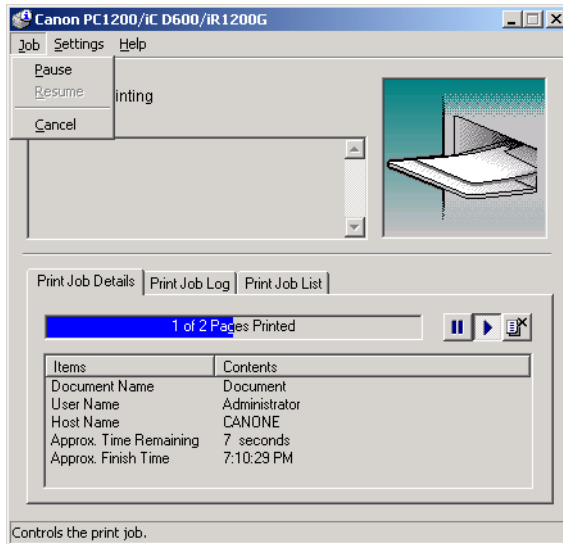


Window area	Description
Menu bar	Contains menu options to control the Status Window and the printer.
Printer icon	Displays the current printing status and error conditions.
Printer status message area	Displays the current status of the printer.
Error message area	Gives a description of situations requiring action.
Animation area	Shows an animated graphic indicating the current printer status. The graphic background changes from blue (normal) to orange when user action is required, or to red when a warning is issued.
Progress bar	Indicates the progress of the current job.
Tool bar	Use to pause, delete, or resume printing.
Job information area	Displays information related to print jobs. The type of information displayed changes with the selected tab.
Status bar	Displays the name of the printer port and describes menu options as you move your mouse over them.

■ Using the Menu Bar

Job Menu

You can select the **Job** menu from the menu bar of the **Canon PC1200/iC D600/iR1200G** Status Window:

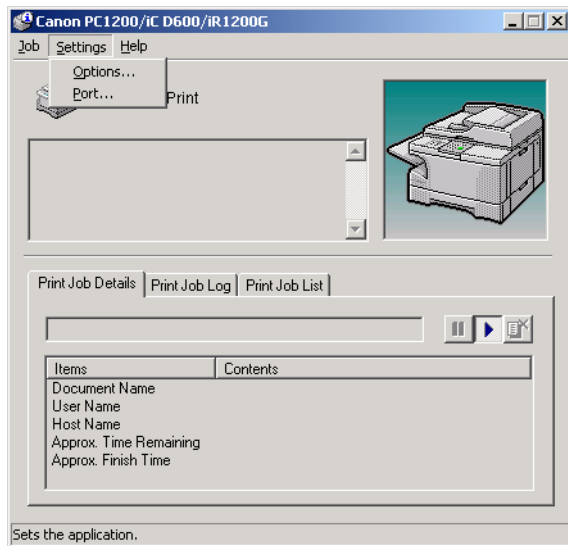


The **Job** menu includes the following options:

- **Pause**—This temporarily halts printing of the current document. After the current page completes printing, the printer pauses until you select Resume Job.
- **Resume**—This resumes printing with the next page of the document you paused.
- **Cancel**—This cancels printing of the document currently being printed.

Settings Menu

You can select the **Settings** menu from the menu bar of the **Canon PC1200/iC D600/iR1200G** Status Window:

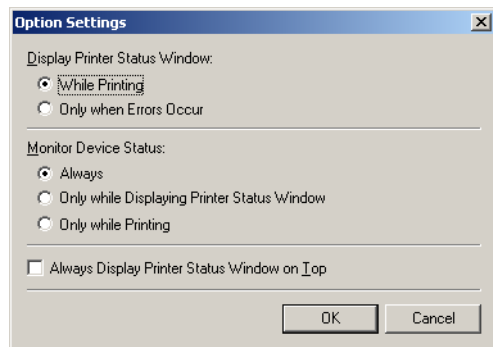


The **Settings** menu includes the following selections:

- **Options...**—This opens the **Option Settings** dialog box that lets you change the settings for the Status Window.
- **Port...**—This opens the **Port Setting** dialog box when the printer is connected to a local parallel port. This setting is unavailable if the printer is not connected to a local parallel port, or while printing is in progress.

Option Settings

This dialog box lets you define when and how you want the **Canon PC1200/iC D600/iR1200G** Status Window to display.



- **Display Printer Status Window**—lets you select when the Status Window displays.
 - **While printing**—The Status Window opens automatically each time you print.
 - **Only when Errors Occur**—The Status Window opens only when an error occurs.

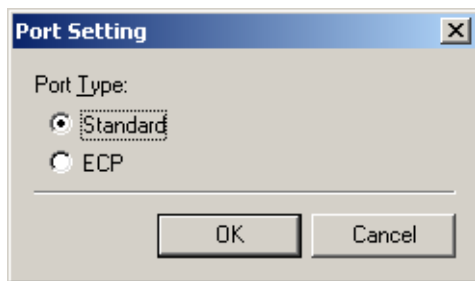
To manually open the Status Window, click the Status Window icon in the Windows taskbar, and then click the **Canon PC1200/iC D600/iR1200G**.

You can change display options even as a document prints, but the changed settings do not take effect until the next print job.

- **Monitor Device Status**—lets you select when the Status Window is active.
 - **Always**—Status Window is continually monitoring the printer.
 - **Only while Displaying Printer Status Window**—Status Window is monitoring the printer only when Printer Status Window is displayed.
 - **Only while Printing**—Status Window is monitoring the printer only when printing a job.
- **Always Display Printer Status Window on Top**—places the Status Window on top of all windows on the desktop.

Port Setting

This dialog box lets you define how your computer communicates with your printer using the parallel port. The type of port you have depends on your computer.

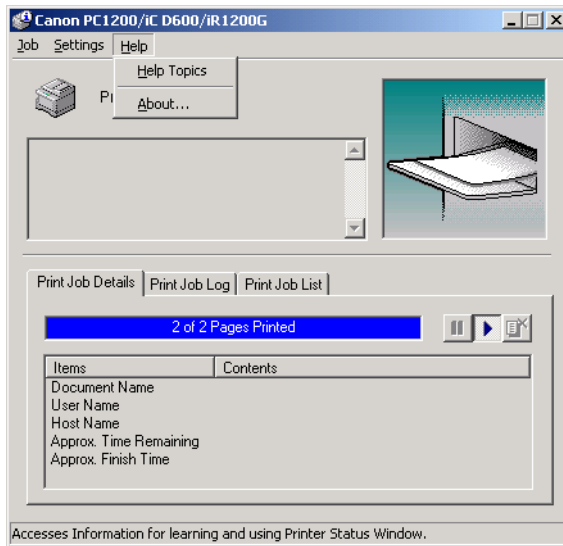


- **Standard**—uses the parallel port as a standard parallel port.
- **ECP**—uses the parallel port as an ECP parallel port.

Before you make any changes, check the manual that came with your computer to determine what type of port you have.

■ Using the Help Menu

You can select the **Help** menu from the menu bar of the **Canon PC1200/iC D600/iR1200G** Status Window:



- **Help Topics**—Displays the search window for help topics.
- **About...**—Displays Status Window version information.

■ Using the Toolbar

The toolbar has three buttons that you can use to pause, resume, or delete the current print job.



Pause: Temporarily halts printing the current document. The current page finishes printing.



Resume: Continues printing after a pause. Printing restarts with the next page of the document you paused.



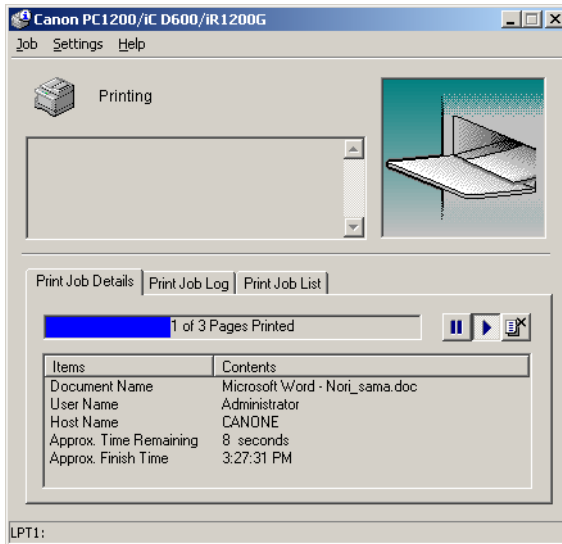
Cancel: Cancels the current print job. If you are printing several documents, the CAPT continues to the next print job in the queue and displays the status of that print job. To cancel all print jobs in the queue simultaneously, choose Settings from the **Start** menu, then select the **Printers** folder (in Windows XP, select **Printers and Faxes** from **Start** menu); Double-click the **Canon PC1200/iC D600/iR1200G** icon to display the **Canon PC1200/iC D600/iR1200G** dialog box. Select all of the jobs and delete them.



- When the **Print Job List** tab is selected, none of the buttons are displayed.

■ Using the Tab Window

Print Job Details

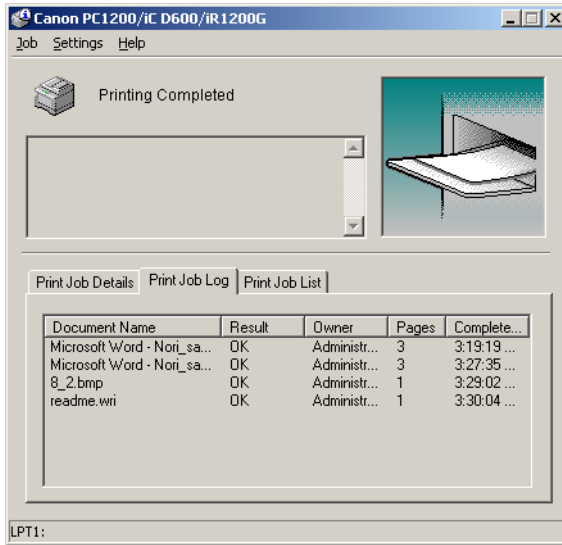


This tab shows information related to the job that is currently printing. The following types of information are displayed:

- Document Name
- User Name
- Host Name
- Approximate Time Remaining
- Approximate Finish Time

Some of this information may not be displayed, depending on the printer status.

Print Job Log

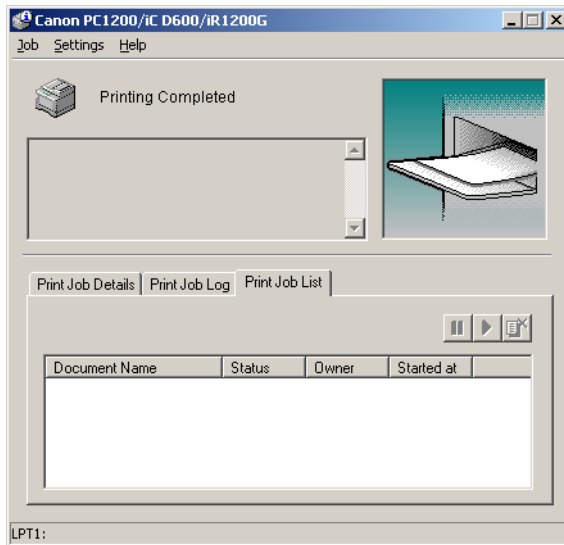


This tab shows information related to jobs that are completed. The following types of information are displayed:

- Document Name
- Result
- Owner
- Pages
- Complete Time

The job history displayed in the job information area can list a history of up to 100 jobs, beginning from the time the Status Window was started. The job logs list clears whenever you terminate the Status Window.

Print Job List



This tab shows information related to the jobs that have not yet started.

- Document Name
- Status
- Owner
- Started At

Network Printer Status

Viewing the print status

The status of a network printer can be viewed on the print server as well as the client.

For job status to be displayed in the client's Status Window, the print server's Status Window must be running.

If the status option "**While Printing**" has been selected for "**Display Printer Status Window**" in the **Option Settings** dialog box of the Status Window on the client, the client's Status Window opens automatically once printing from the server starts.

If an error occurs on the server, the client's Status Window for that job opens automatically.

If the client's Status Window opens automatically, it closes automatically when printing completes or the error is cancelled, unless the user interacted with the window or its menus.

Performing print job operations

Print job operations (pause, resume, cancel) may be performed from either the print server or the client for the job. After a client performs a print operation, no other operations are allowed until the server confirms that the operation has been accepted.

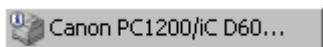
Print job operations cannot be selected on any other screen except the print server or client for the job.

If the print server's Status Window is not running, you cannot perform job operations on the client. The client's Status Window displays the message "**Check Print Server.**"

The Status Window Icon

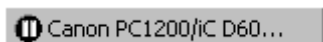
If you minimise the Status Window, you can still see the printer status displayed as an icon on the taskbar. To open the Status Window, simply click on the taskbar button. Icons also appear in the Status Window. The table below shows the Status Window icon and the taskbar icon.

Printer Ready



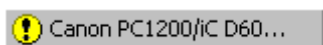
Indicates that the printer is ready to print.

Printing Paused



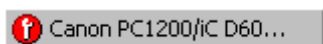
Indicates that printing has paused.

Attention Required



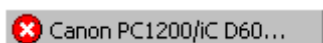
When the Status Window displays an alert, the window automatically opens to its full size. You can minimise the window again, but you will not be able to resume printing until you take the action specified in the full-size window.

Warning



An error has occurred and the printer may require service. You may have to contact an authorised service representative.

Abnormal Condition



Something is wrong with the printer or one of its connections. You will not be able to print until the problem is fixed.

Closing the Status Window

Click the close button to close the window just as you would close any other window.

If the Status Window opens automatically due to printing, or due to an error, the window automatically closes when printing completes or the error status clears.

Messages

The CAPT gives you information about your print job and the printer itself.

Chapter 4

Troubleshooting

This chapter includes information to help you solve printer problems. A problem might have one or a combination of causes, including a computer malfunction, software errors, the printer cable, or the printer. Many printing problems are related to how your software interacts with the printer.

If you can print a self test, but the printer does not print other jobs, or your printed output is not what you expected, the problem is with your computer, software, or cables.

If your printer is not operating properly, try the suggestions in this chapter in the order listed.

Finding Information

Problem	See page
Printer Problems	4-2
CAPT Problems	4-4
CAPT Messages	4-6
Using the Trouble Shooter	4-8
Uninstalling the CAPT	4-10

If you have a problem with your printer and you cannot resolve it by referring to the information in this chapter, please refer to the *Reference Guide*.

Printer Problems

Problem	Cause	Solution
Printer does not print	Paper might not be loaded.	Make sure paper is loaded.
	A copy job might not have been completed due to the Out of Paper status.	The print job will start automatically when the copy job is completed. Please, load paper.
	Print jobs might be stalled.	Check the Canon PC1200/iC D600/iR1200G Status Window for stalled jobs.
	The cartridge might not be installed correctly.	Check that the cartridge is installed correctly. → <i>Quick Start Guide</i>
	Your BIOS port setting might need to be modified.	See your computer's documentation concerning available ports.
	The parallel cable might not be compatible.	Make sure you are using an 8-bit, Centronics-compatible, parallel interface cable with bi-directional capability.
	Your computer might not be working properly.	Check your computer, make sure it is turned on and working properly.
No power is supplied	Power cord might not be plugged in.	Make sure the power cord is securely plugged into both the machine and the AC outlet.
	AC outlet might not be supplying power.	Make sure the AC outlet is supplying power; try another outlet if necessary.
	AC voltage might not match printer.	Make sure the voltage of the AC outlet matches the ratings on the printer.
Printer stops printing	Your interface cable might be loose.	Check your computer and your cable.
Printer stops printing	You might be working on an application in the foreground, in which case printing performance might slow down.	Printer performance improves if you give your print job priority.

Problem	Cause	Solution
Printout is wrong	There might be a communications problem between the printer and your computer.	Make sure your cable connections are secure. Make sure your parallel interface cable is less than 9.9 feet (3.0 m) or USB interface cable is less than 16.5 feet (5.0 m) long. Make sure you are not using a switch box. Check that you have selected the correct printer driver in Windows.
	The wrong printer is selected in the Printers folder.	Make sure the Canon PC1200/iC D600/iR1200G is selected in the Printers (in Windows XP, Printers and Faxes) folder.
	You might need to modify your BIOS setup.	See your computer's documentation for details. Try changing the parallel port mode or the parallel port address to see if this solves the problem.
Printer locks up system	Your system setup might be a problem.	Verify that you have a high-quality shielded interface cable. The problem might be your BIOS. Verify that your BIOS setup is correct. (See your computer's documentation for details.) Verify that your physical memory is working correctly. If you have a Toshiba laptop, change this line in your CONFIG.SYS file: c:\winutils\mxtime.exe to: REM c:\winutils\mxtime.exe
Computer indicates a device time-out	Your computer is sending data to the printer but the printer is not responding. The printer might be off, offline, or not connected to the computer.	Make sure the printer is not paused. Check that the printer's interface cable is securely connected to both the printer and the computer. Make sure paper is properly loaded in the paper tray. Reset the printer and computer. Try the print operation again. Try a different cable.

CAPT Problems

Problem	Cause	Solution
CAPT is not working properly	The CAPT (Canon PC1200/iC D600/iR1200G) is not selected as the default printer driver for iR1210G/iR1230G/PC1210D/PC1230D/1270D.	Specify the CAPT (Canon PC1200/iC D600/iR1200G) as the default driver for the iR1210G/iR1230G/PC1210D/PC1230D/1270D.
	The software might not be installed properly.	Refer to “Using the Trouble Shooter” on page 4-8. To check if the CAPT is installed correctly, try printing a page from an application. If the print fails, the CAPT is not installed correctly. Remove the CAPT and install it again. For more information, see “Uninstalling the CAPT” on page 4-10.
Cannot use Adobe Type Manager (ATM) fonts		Adobe Type Manager (ATM) is not supported.
Cannot print with a printer driver other than the Canon PC1200/iC D600/iR1200G	The printer driver is connected to the same port as the Canon PC1200/iC D600/iR1200G printer driver.	Connect the printer driver to a port different from the Canon PC1200/iC D600/iR1200G printer driver.
CD-ROM Menu doesn't appear automatically	Autorun CD-ROM Menu checkbox is unchecked in the CD-ROM menu.	Start the CD-ROM menu manually, and check the “ Autorun CD-ROM Menu ” checkbox.
	The “ Auto insert notification ” checkbox is unchecked.	From the Device Manager make sure that the “ Auto insert notification ” checkbox is checked in the CD-ROM drive Properties dialog box. For more information, see Windows Help.

Problem	Cause	Solution
“File not found on CD-ROM” error when starting the CD-ROM Menu.	The program is loaded from the hard disk drive.	Remove the CDMENU.EXE file from your hard disk drive and restart the CD-ROM Menu program from the compact disc labeled “User Software”.
Cannot install CAPT using USB port. (Windows 98/Me/2000/XP)	USB class driver is not properly installed.	<p>Perform the following steps.</p> <ol style="list-style-type: none"> 1) Make sure the printer is connected to your computer using a USB cable and the printer is turned on. 2) Open the System dialog box in the Control Panel.(In Windows XP*, click Performance and Maintenance in the Control Panel. Performance and Maintenance folder appears. Click See basic information about your computer. System Properties dialog box appears.) 3) Select [Device Manager] tab and double click [Universal Serial Bus Controllers]. For Windows 2000/XP, select [Hardware] tab and click [Device Manager] button. 4) Delete ONLY the following USB class drivers under [Universal Serial Bus Controller]; For Windows 98, select [Canon iR1210G/iR1230G/PC1210D/PC1230D/1270D], For Windows Me, [Canon CAPT USB Printer], and click [Delete] button. For Windows 2000/XP, select [USB Printing Support] or [Canon CAPT USB Printer], and uninstall from the [Active] menu. In case the USB class driver is displayed under [Other device], select and delete ONLY one the following, depending on the OS you are using; [Canon iR1210G/iR1230G/PC1210D/PC1230D/1270D], [Canon CAPT USB Printer], or [Unknown]. 5) Close the Control Panel and unplug the USB cable. 6) Restart Windows 98/Me/2000/XP.

* The procedure for Windows XP is given for Category View Mode.



IMPORTANT

• Never delete other devices or device drivers. Windows may not operate properly.

CAPT Messages

The CAPT displays the status of your printing environment and current print job in the Status Window.

Alerts

Alerts identify problems that must be corrected before printing can continue. Sometimes messages remind you to do something, such as clear jammed paper. In other cases, alerts tell you what is wrong and how to fix it.

Message	Action
Out of paper	The printer is out of paper. Add paper. When you add paper, the Status Window displays “ Ready to Print ” automatically.
The Cassette is Out of Paper	The cassette is out of paper. Add paper. When you add paper, printing starts automatically.
The Multi-purpose Tray is Out of Paper	The multi-purpose tray is out of paper. Add paper. When you add paper, printing starts automatically.
Paper Jam	<p>1) Paper has jammed in the printer while printing. Follow the instructions on the LCD screen of the machine, or refer to the <i>Reference Guide</i> for more information. Printing resumes automatically when the paper jam is fixed.</p> <p>2) The printer cover was left open or the toner cartridge was not properly replaced after clearing a paper jam. Close the cover securely. → <i>Reference Guide</i></p>
Cartridge Not Loaded	There is no toner cartridge in the printer. Install a toner cartridge. → <i>Quick Start Guide</i>
The Platen is Not in Position	The platen unit is not closed correctly. To resume printing slide the platen unit to the correct position.
Insufficient Memory	<p>The print job was too complex for available memory. Discard the last printed page, and try one or more of the following:</p> <ul style="list-style-type: none">• Close other applications while printing this job.• Print the job in smaller sections.• Try reprinting the job with a lower resolution, such as 300 dpi.• Reformat the most complicated pages in the print job to reduce graphics and other complex formatting.

Message	Action
Communication error	Your computer and printer are not communicating. This happens if the printer power shuts off, the cable is disconnected, or the cable is not bi-directional.
Printer Error	<p>The Canon Advanced Printing Technology has detected an internal device error.</p> <ol style="list-style-type: none">1 Unplug.2 Reinsert the power plug into the power outlet.3 If the same error occurs, unplug the power plug again.4 If the error persists, contact your Canon authorised service representative. → <i>Reference Guide</i>
Device Busy	The device is being used by another job. Please wait until the job is finished.
Port Busy	The printer port is being used by other equipment.
Printing Temporarily Stopped	Your computer could not transfer the data to the device due to the large amount of data, or a data transfer error occurred. Click the Resume button to resume printing.
Waiting to Print	The current job has been interrupted by another job. Please wait until the job is finished. Printing will begin automatically.
Energy Saver Mode	The printer is in the energy saver mode.
Incompatible Device	The connected device cannot be used. Make sure that the device connected to the specified port is compatible and connected correctly.
Fixing Unit Error	<p>Fixing unit error.</p> <p>Unplug the power plug, and then wait about 10 minutes before you reinsert the power plug into the power outlet. If the same error occurs, unplug the power plug again. Contact your service representative.</p>

Using the Trouble Shooter

The Trouble Shooter is a utility for solving printing problems in Windows 95/98/Me or NT 4.0/2000/XP. The Trouble Shooter checks for system configuration setting errors, and if possible, makes automatic corrections.

The Trouble Shooter does not detect problems related to hardware, such as printer cable problems, parallel port failure, or ECP setting errors.

To start the Trouble Shooter, select the **Canon PC1200 iC D600 iR1200G Trouble Shooter** icon in the **Canon PC1200 iC D600 iR1200G** group. The Trouble Shooter checks the following and corrects related problems:

- Free disk space in the drive containing the \Windows directory and free memory
- Installed files
- Selected printer port (checks to see if usable)
- Registries
- RapidPort communication device drivers (Windows NT 4.0/2000/XP)
- Language monitor
- Printer drivers
- Status Window
- **Printer Properties** settings
- **Canon PC1200 iC D600 iR1200G** program folder

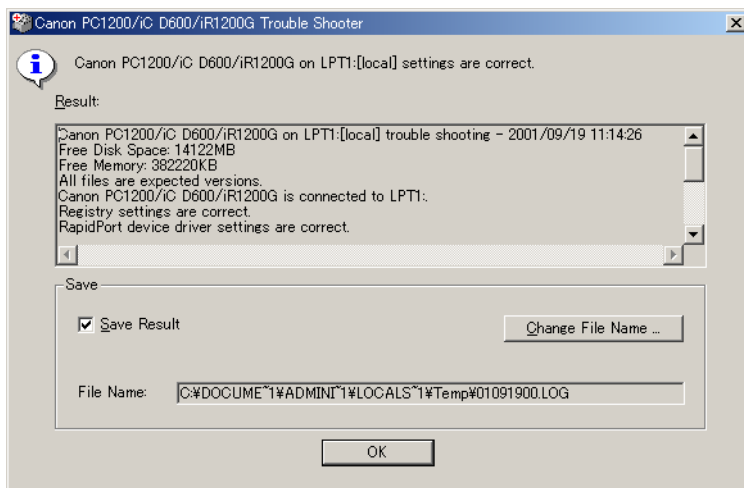
If the Trouble Shooter encounters a problem, it displays an error message. Each message includes several options, such as:

- How to correct the problem
- The problem cannot be corrected by the Trouble Shooter
- Continue troubleshooting
- Exit Trouble Shooter
- Display help information

If Trouble Shooter is used on a network printer client, it performs network-related checks.

Windows NT 4.0/2000/XP Trouble Shooter checks whether Spooler service has started and if not, displays a dialog box and does not run.

When Trouble Shooter is done checking your files, it displays a dialog box similar to the one below.



While Trouble Shooter is running, it saves a log file with the name tshooter.tmp in your system temp directory, such as \windows\temp or \temp.

In the Exit dialog box, Trouble Shooter prompts if you want to save the results as a text file. Check the **Save Result** check box and enter the desired filename. The file saves with the extension of **.log**.

When you click **OK** in the above dialog box, the Windows Restart dialog box appears. You must restart Windows for corrections made by the Trouble Shooter to take effect.



- To run Trouble Shooter for the Canon PC1200/iC D600/iR1200G on the network, both the server and the client must run on the same operating system.

Uninstalling the CAPT

If the CAPT is not working properly, it might help to remove it and install it again. Before you begin, be sure you have the installation software available for installation.

Before uninstalling the CAPT, make sure you close all running applications.

To uninstall:

- 1 Click the **Start** button, then point to **Programs** (in Windows XP, **All Programs**).
- 2 Point to **Canon PC1200 iC D600 iR1200G**.
- 3 Click **Canon PC1200 iC D600 iR1200G Uninstallation**.
- 4 Follow the on-screen instructions.
- 5 Windows 95/98/Me: Click **OK** and your system restarts.
Windows NT 4.0/2000/XP: Click **OK** (recommended) to restart your system.



NOTE

- In Windows NT 4.0/2000/XP, you cannot uninstall the Canon Advanced Printing Technology unless you have administrative privileges.

Printer Specifications

• Hardware

Printing speed:	12 pages per minute (A4-size paper)
Resolution:	600 dpi
Paper sizes:	
Cassette:	A4 Plain paper, coloured paper, recycled paper Maximum capacity: 250 sheets (80 g/m ² paper)
Multi-purpose Tray:	76.2 x 127 mm to 216 x 356 mm (3" x 5" to 8-1/2" x 14") Plain paper, coloured paper, recycled paper, transparencies, tracing paper, thick paper, labels, envelopes, postcards Maximum capacity: 100 sheets (80 g/m ² paper), stack approx. 10 mm (3/8") high
Paper delivery:	100 sheets (80 g/m ² paper)
Startup time:	Less than 1 second (startup from the Energy Saver mode) Less than 13 seconds (when the printer is plugged into an AC outlet) (at 20° C (68° F))
First print:	Less than 18 second (startup from the Energy Saver mode) Less than 21.5 seconds (when the printer is plugged into an AC outlet) For printing on A4-size paper using cassette at 20° C (68° F)
Host interface	Bi-directional centronics parallel cable (IEEE1284 based) interface USB interface

• Software

Printing software:	CAPT (Canon Advanced Printing Technology)
Valid printing area:	5 mm (1/4") top, bottom, left and right blank margins.

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A

AC

Alternating Current. The type of electrical current typically available from household wall outlets.

Adapter

An optional device that allows you to connect your printer directly to a network. *See also* Peer-to-peer connection.

Alert

A message displayed in the Printer Status Window when a problem or condition caused the Canon Advanced Printing Technology to pause printing. You must follow the on-screen instructions before printing resumes.

B

Bi-directional communications

Allows information to pass back and forth between the Canon Advanced Printing Technology software and a local printer.

Bold

A characteristic of a printed character that indicates wider, darker representation. Also referred to as emphasized or double-strike printing.

Brightness

The relative proportion of light and dark areas. Decreasing brightness darkens the overall image; increasing brightness lightens it.

C

Canon Advanced Printing Technology (CAPT)

Software that extends the power of the Windows operating system to a printer to speed up and simplify printing. The Canon Advanced Printing Technology provides more printing control and bi-directional communication between the printer and a computer running a Windows application.

Centronics interface

An interface standard for parallel data transmission. This printer uses a Centronics-type parallel interface with bi-directional capability. *See also* Interface port and Parallel interface.

Client

A computer that is connected to the printer over a network. A client does not control the printer directly. It interacts with the printer through a server. *See also* Server.

Collate

To print multiple copies of a multi-page document in sequential page order.

Command

An instruction that tells the printer to perform a certain function. Commands are sent from the computer to the printer via the interface cable when the printer is ready.

Contrast

The degree of difference between the lightest and darkest areas of an image. Decreasing contrast lightens the dark areas and darkens the light areas; increasing it darkens the dark areas and lightens the light areas.

Control Panels

The set of Windows programs you can use to change system, hardware, software, and Windows settings.

D

Default setting

A setting that is automatically used if no other setting is specified.

Desktop

The entire Windows screen that represents your work area in Windows. Icons, windows, and the taskbar are displayed on the Windows desktop.

dpi

Dots per inch. A unit of measurement for indicating a printer's resolution. The iR1210G/iR1230G/PC1210D/PC1230D/1270D prints at a resolution of 600 dpi.

Driver

A program that controls how the computer and an external device interact. The printer driver supplies Windows with information such as descriptions of the fonts and features of the installed printer. When you print with the Canon Advanced Printing Technology, you are using its printer driver.

E

ECP

Abbreviation for Extended Capabilities Port. A bi-directional communication mode that enables high-speed data transmission to printers and other devices.

F

Fixing assembly

The device used during the print process to fix the toner onto the paper (or other media) through applying heat and pressure. The assembly, located inside the printer, gets extremely hot (374°F/190°C) during operation.

Folder

A container in which documents, program files, and other folders are stored on your disks. Formerly referred to as a *directory*.

Font

A complete set of characters of the same size and style, for example, 12-point Courier bold.

Form

A custom paper size, with width and height defined by the user.

G**Greyscale image**

A bitmap image that stores data for each dot as a shade of grey, rather than as black or white.

H**Halftones**

The process of converting a greyscale image to black dots and white (unprinted) dots that simulate the grey shades in the original image.

I**Image Refinement**

A printer technology from Canon, with which the printer automatically senses and refines the jagged edges and ragged curves of characters and graphics.

Interface

The connection between two devices through which they communicate with each other. The iR1210G/iR1230G/PC1210D/PC1230D/1270D printer features USB and parallel interface, which makes it compatible with IBM and similar personal computers.

Interface cable

The cable, with bi-directional capability, used to create the interface between a printer and a computer.

Interface port

The port through which the printer communicates with the computer. The iR1210G/iR1230G/PC1210D/PC1230D/1270D has a USB port and a Centronics, 8-bit, parallel interface port, located on the side of the machine. *See also* Parallel or USB interface.

Italic

A font style distinguished by slanted characters (the upright strokes of the characters are at an angle to the vertical axis).

J

Jam

A situation created when paper becomes caught along the paper path. You must remove jammed paper before you can continue printing.

K

Kilobyte (KB)

A unit of measurement, representing the binary number 1024, used to describe printer or computer memory size in thousand-byte units.

L

Landscape

The printing of text and graphics along the length of the page.

Local printer

A printer that is directly connected to your computer, using a parallel or USB cable.

M

Megabyte (MB)

A unit of measurement, representing one million bytes, used to describe printer or computer memory size.

My Computer

The Windows program that you can use to browse through your computer's filing system, and to open drives, folders, and files. You can also use My Computer to manage your files and your filing system, by moving, copying, renaming, and deleting items.

N

NetPilot

This utility is used to control network printers.

Network

A group of computers connected by cables or other means and using software that enables them to share equipment (such as printers) and exchange information.

Network Adapter

An optional device that allows you to connect your printer directly to a network. *See also* Peer-to-peer connection.

O

Orientation

The printing of text either along the width (portrait) or length (landscape) of the page.

Overlay

Refers to printing in which data that is common to all the pages, such as a logo, titles or table structure, is overlaid with the print data from the application.

P

Paper feed

The act of guiding a sheet of paper into the printer's paper path.

Paper jam

A situation created when paper becomes caught along the paper path. You must remove jammed paper before you can continue printing.

Paper path

The route that paper travels through the printer.

Paper Source

Source of paper feed. The machine has a cassette and a multi-purpose tray.

Paper Type

All kinds of paper (plain paper, coloured paper, recycled paper, transparencies, tracing paper, thick paper, labels, envelopes, postcards etc.) are grouped under several Paper Types. You can access this setting from the **Paper Type** field on the **Paper Source** tab of the **Printer Properties** dialog screen.

Parallel interface

An interface that transmits multiple bits simultaneously (usually in one-byte segments). Your printer has a built-in, Centronics-type parallel interface. *See also* Centronics interface.

Parallel interface cable

A bi-directional cable, usually less than six feet long, that transfers multiple bits of information to the printer simultaneously, speeding the transfer. Parallel interface cables are also referred to as Centronics interface cables.

PDF

Stands for Portable Document Format. A widely used format for transmitting and viewing documents on computers. PDF documents can be read or printed out with Adobe's Acrobat Reader program.

Peer-to-peer connection

A network connection between a computer and a printer (or other device) that does not go through a server. *See also* Server, Client.

Physical RAM

Random access memory (RAM) that is physically present in the computer in the form of memory chips, as opposed to virtual memory. *See also* Virtual Memory.

Point size

Character height is defined in points: one point is 1/72 of an inch.

Portrait

The printing of text along the width (short edge) of the page.

Print job

A document that a Windows application has processed and sent to the Spooler to be added to the print queue or directly to the printer.

Print Monitor

The network adapter print monitor is software that prints through the network adapter.

Print queue

A list of files that are either waiting to be printed or are currently printing. Once a file has been printed, it is removed from the print queue.

Printer driver

A program that controls how the computer and printer interact. The printer driver supplies Windows with information such as descriptions of fonts and features of the installed printer. When you print with the Canon Advanced Printing Technology, you are using its printer driver.

Printers folder

The container in which your printer information is stored.

Progress bar

In the Status Window or its icon, a horizontal bar that graphically indicates the percentage of the print job that has actually printed.

Properties dialog box

The dialog box that contains information about a particular device, such as your printer.

Proportional spacing

The spacing of characters according to the width of each character. This variable spacing between each character closes up awkward space and makes text easier to read.

Q**Queue**

A list of files that are either waiting to be printed or are currently printing. Once a file has been printed, it is removed from the print queue.

R**Random Access Memory (RAM)**

The working memory of the computer in which programs and data are temporarily stored while you use them. Resetting or shutting off the computer clears all information from RAM.

Printing very complicated documents might require closing other running programs or adding more RAM to the computer. *See also* Physical RAM, Virtual memory.

Resolution

The density of dots for any given output device, expressed in terms of dots per inch (dpi). Low resolution causes font characters and graphics to have a jagged appearance, but prints faster than higher resolutions. Higher resolution provides smoother curves and angles as well as a better match to traditional typeface designs, but prints more slowly. This printer can produce output with 300 or 600 dpi resolution. Resolution values are represented by horizontal data and vertical data, for example, 600 x 600 dpi.

Reverse Output Order

This function allows printing pages of the document in reverse order: from the last page to the first page.

S

Scalable fonts

Scalable fonts allow characters to be printed in various sizes and rotation angles. This is different from bitmap fonts, which are printed in fixed sizes and angles.

Scaling

Enlarging or reducing the printed image.

Separator page

Optional pages printed at the beginning of each document to help separate one print job from another.

Server

A network computer that is directly attached to the printer. The server controls the printer and handles print jobs sent from the clients. *See also* Client.

Shielded

A type of cable that contains a metallic sheath over the conductor material to protect the data passing through the cable from electromagnetic interference. You need to use a double-shielded interface cable with this printer.

Spooling

A process by which an application sends a document to the Spooler, rather than directly to the printer, thus freeing the computer and application for other tasks. Spooled documents are printed in the order they are received.

Start menu

The menu that presents commands that are a starting point for all work you do on your computer, such as starting a program, opening a document, finding a file, and getting help. You open the Start menu by clicking the Start button displayed on the Desktop.

Status options

Settings which determine when the Printer Status Window opens and whether sounds play with messages.

Status Window

A window that the Canon Advanced Printing Technology uses to display messages about the current print job, as well as to graphically show the print job's progress from computer to printer.

T

Title bar

The horizontal bar that contains the title of a window or dialog box. On many windows, the title bar contains the Control menu box and Maximize and Minimize buttons.

Toner

A black, resin-coated powder contained in the Cartridge L50. The printer applies the toner to the surface of the photosensitive drum inside the printer via an electrophotographic mechanism.

Toner saver

Because the black areas of print data are thinned, toner consumption is reduced.

Tool bar

In the Status Window, the area in the tab window that includes buttons for pausing, resuming, and deleting the current print job.

Transfer roller

Presses the paper against the drum, to aid the transfer of toner to the paper.

Trouble Shooter

A program that helps you solve printing problems. The Trouble Shooter checks the Windows configuration settings, and if possible corrects any errors that it finds.

TrueType fonts

Scalable fonts used for both screen display and printing. TrueType fonts can be sized to any height, and print exactly as they appear on the screen, but with higher resolution.

U

Universal Serial Bus (USB) interface

These are new serial interface standards. This bus automatically recognizes connections (Plug and Play) to allow plugging and unplugging connectors with the power still turned on to the PC or peripheral equipment.

V

Virtual Memory

Space on the hard disk that Windows uses for temporary data storage as if it were actually random access memory (RAM). Windows does this by means of a swap file. This provides Windows with more usable memory, but reduces speed of access to it when the swap file must be used. *See also* Physical RAM.

W

WebNetSpot

This utility is used to control network printers.

Weight

Refers to the thickness of a font: light, medium, or bold. Also refers to the thickness of paper.

Windows Explorer

The Windows program you can use to browse through, open, and manage the disk drives, folders, and files on your computer in a network system. You can also use Windows Explorer to view and open shared folders on other computers on the network. You can use Windows Explorer to manage your files by moving, copying, renaming, and deleting files.

WYSIWYG

Pronounced wizzy-wig, an acronym for “what you see is what you get.” For example, when you format a paragraph, the line breaks that appear on the printed page are exactly the same as they are on the screen.

